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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 11TH NOVEMBER, 2014
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Mark Pope (Chairman).

Councillors D Abbott, W Ashley, P Ballam, E Buckmaster, A Dearman,
C Rowley (Vice-Chairman), G Williamson, C Woodward and B Wrangles.

(Conservative Group Substitutes: Councillors R Beeching
Liberal Democrat Group Substitutes:
Independent Group Substitute: Councillor M Newman).

*(Note: Substitution arrangements must be notified by the absent Member
to Democratic Services 24 hours before the meeting)*

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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.
4. It is a criminal offence to:
 - fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
 - fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
 - participate in any discussion or vote on a matter in which a Member has a DPI;
 - knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

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AGENDA:

1. Apologies

To receive apologies for absence.

2. Minutes – 9 September 2014 (Pages 5 – 14).

3. Declarations of Interest

To receive any Member's Declarations of Interest and Party Whip arrangements.

4. Chairman's Announcements

5. Impact of the ASB Crime and Policing Act 2014 on East Herts Environmental Crime Policies (Pages 15 – 22).

There will also be a short presentation by the Head of Environmental Services.

6. Environment Scrutiny Work Programme (Pages 23 – 30).

7. Service Plans Monitoring (Pages 31 – 54).

8. Environment Scrutiny Healthcheck – August 2014 to September 2014 (Pages 55 – 82).

9. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

MINUTES OF A MEETING OF THE
ENVIRONMENT SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY 9
SEPTEMBER 2014, AT 7.00 PM

PRESENT: Councillor M Pope (Chairman).
Councillors D Abbott, W Ashley, R Beeching,
E Buckmaster, A Dearman, C Rowley,
G Williamson and B Wrangles.

ALSO PRESENT:

Councillors M Alexander, D Andrews and
P Ruffles.

OFFICERS IN ATTENDANCE:

Cliff Cardoza	- Head of Environmental Services
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
David Thorogood	- Environmental Co- Ordinator
Trevor Watkins	- Waste Services Manager

220 APOLOGY

An apology for absence was submitted on behalf of
Councillor C Woodward. It was noted that Councillor R
Beeching was substituting for Councillor Woodward.

221 MINUTES – 10 JUNE 2014

RESOLVED – that the Minutes of the meeting held on 10 June 2014 be confirmed as a correct record and signed by the Chairman.

222 CHANGES TO RECYCLING SERVICES: REVIEW OF IMPLEMENTATION AND ANALYSIS OF RESULTS

The Executive Member for Community Safety and the Environment submitted a report providing Members with an update following the implementation of the changes to the recycling service in November 2013. The report also provided an update on the outcomes of those changes, the detail of which was set out in the Essential Reference Paper.

Members were reminded of what had been implemented by the Authority under the SPARC project, which had been delivered on time and slightly under budget. The Head of Environmental Services advised that the residents survey had indicated a high level of awareness of the changes and the survey showed that satisfaction levels had risen from 77% in 2011 to 80% in 2013. Waste services satisfaction levels had also increased from 77% to 83%.

Members were reminded that the Authority had addressed the issue of removing card from the organic waste stream, which had resulted in a positive effect on the composting operation and there was now a very low level of card contamination of organic waste.

The Head of Environmental Services stated that the changes in the service had engendered a marked increase in recycling performance allied to a reduction in waste levels. Members were advised that the amount of paper collected was slightly below the 2012/13 levels (4.3%) but this was much better than expected.

Members were reminded that, nationally and in East Herts, the quantity of paper being captured for recycling

had been falling for several years due to people moving to electronic media. In East Herts, the 2012/13 level for November to March was 11% below the 2011/12 figure for the same period.

The Head of Environmental Services reported that the smaller recycling vehicle fleet and associated collection round efficiencies would deliver a saving of around £94,300 for 2014/15 compared with the previous year.

Members were advised that there had been an expected spike in missed collections when the new SPARC collection rounds were introduced. Members were further advised that the numbers of missed collections had returned to normal levels and the service was now performing well.

Councillor R Beeching queried what the 4% reduction in waste sent to landfill would actually save in disposal costs. He also commented on what this equated to in terms of tonnage. The Waste Services Manager undertook to provide a written response after the meeting.

In response to a query from Councillor G Williamson regarding whether soft plastics could be recycled in future, the Head of Environment Services advised that this would depend on whether there was a market for such material. He advised that the recycling industry responded well to technological advances and was very innovative. Members were advised that new processes might mean that there was a market for such material in future.

In reply to a comment from the Chairman, Members were advised that there might be capacity in future for commercial recycling collections once the residential collection rounds had been completed. The Chairman thanked the Waste Services Manager for his hard work for East Herts Council over many years.

The Committee received the report.

RESOLVED – that the implementation and the outcomes of the recycling service changes be noted.

223 ENVIRONMENT SCRUTINY HEALTHCHECK: APRIL 2014 TO JULY 2014

The Chief Executive and Director of Customer and Community Services submitted a report setting out the performance of key indicators relating to Environment Scrutiny for the period April to July 2014, the detail of which was set out in the report now submitted and supporting Essential Reference Papers.

In respect of EHPI 157a, Processing of planning applications: 'Major', Members were advised that the workload of Officers was very high and additional staff had been recruited and they were working through a backlog of applications.

In respect of EHPI 2.4, removal of fly tips, Members were advised that the data on page 35 was incorrect and an updated health check spreadsheet had been tabled for the Committee. Adjusted performance data was detailed in the report on page 27.

In relation to EHPI 191, the Chief Executive and Director of Customer and Community Services advised that the residual household waste per household was 441 kilos against a target of 448 kilos. Members were also advised that, in respect of EHPI 192, the percentage of household waste sent for reuse, recycling and composting was 54.4%.

In response to a query from Councillor D Abbott in respect of EHPI 2.4, the removal of fly tips, Members were advised that there was no correlation between the closure of household waste and recycling sites and fly tipping in East Herts.

The Committee received the report.

RESOLVED – that the performance for the period April to July 2014 be noted.

224 UPDATE REPORT ON FUEL POVERTY IN EAST HERTS

The Executive Member for Health, Housing and Community Support submitted a report setting out the key points of the Government's draft consultation document for addressing Fuel Poverty in England and suggestions on what could be done locally to assist with fuel poverty.

The Environmental Strategy and Development Manager advised that Officers had now received a long awaited draft report from the Government in respect of Fuel Poverty in England. Members were advised that, once the final report was published, Officers hoped to produce a specific Fuel Poverty Strategy and Action Plan for East Herts.

Members were also reminded that the generally accepted definition of Fuel Poverty was when more than 10% of the household income was required to be spent on heating a dwelling to a comfortable level.

The Environmental Strategy and Development Manager stated that, under the new definition, a household was in Fuel Poverty when fuel costs were above average in reference to the national median level and if a household spent that amount, the occupants would be left with a residual income below the official poverty line.

Members were advised that the main effect of the new definition was to reduce the number of households in apparent fuel poverty, since the old definition was heavily influenced by fluctuating fuel prices. The new definition aimed to better understand the number of ongoing fuel poor.

The Environmental Strategy and Development Manager reported that 7.5% of East Herts local households were fuel poor and this was in line with the Hertfordshire average. Watford Borough had the largest proportion of

fuel poor at 10.3% whilst Stevenage and Broxbourne were the least at 6.3%. Members were reminded that East Herts had a very similar level of fuel poor as a typical inner London Borough, backing up the evidence that fuel poverty was not solely an inner city problem.

Members were advised that communities that were off gas towards the rural north of the District and owners of hard to treat properties with solid walls were the most likely to be in fuel poverty. Officers hoped that further data on specific communities maybe available for a future report and this reflected a similar picture across the UK where there was usually a significantly greater proportion of fuel poor in more rural communities, off mains gas and living in “hard to treat” properties.

The Environmental Strategy and Development Manager detailed the role of local authorities and the Health and Wellbeing Boards in helping residents in a Fuel Poverty situation. Members were advised of a number of measures that were already in place across the District and the progress that had been made against these measures.

In response to a query from Councillor R Beeching, Members were advised that landlords would soon be obliged to ensure that a property was energy and heat efficient and it would soon be impossible to rent a property that was not at an acceptable standard. Grants were available for landlords in East Herts to assist with maintaining these standards.

In reply to a query from the Chairman, the Environmental Strategy and Development Manager stated that assistance for those in Fuel Poverty had to be assessed on a geographic basis so that only those who genuinely needed help would receive assistance.

The Chief Executive and Director of Customer and Community Services advised that, if support was going to be offered for measures such as loft and wall insulation, this would need to be included within the Medium Term

Financial Plan. The Environmental Strategy and Development Manager commented that the Green Deal on energy had been seen by some as an expensive way to borrow.

The Committee received the report and Members agreed that Officers be asked to bring forward costed proposals that take forward the Fuel Poverty Strategy for East Herts.

RESOLVED – that (A) the report be received;

(B) Officers bring forward costed proposals that would take forward the Fuel Poverty Strategy for East Herts;

(C) the Fuel Poverty Strategy must be supported by costed proposals being brought forward by Officers; and

(D) a further report and Action Plan be presented for Members' consideration when the Government's Fuel Poverty Framework was published.

225 WORK PROGRAMME 2014/2015

The Chairman submitted a report setting out the future work programme for Environment Scrutiny Committee for 2014/15. The Scrutiny Officer advised that, subject to national government guidance, a further report on fuel poverty would be submitted to the February 2015 meeting.

Members were advised that a report on pavement and grass verge parking would be submitted to the November 2015 meeting. A graduate trainee would be carrying out a 6 month study on the subject of pavement and grass verge parking from April 2015.

The Head of Environmental Services advised that the report to the 10 November 2015 meeting would set out the hot spots of pavement and grass verge parking and

would also summarise what needed to be done locally to address this issue.

RESOLVED – that the work programme, as amended, be approved.

226 EAST HERTS CLIMATE CHANGE ACTION PLAN REVIEW OF PROGRESS

The Executive Member for Community Safety and the Environment submitted a report setting out the progress achieved during the first four years of implementing the East Herts Climate Change Action Plan.

Members were reminded that the Authority had adopted a Climate Change Strategy and Action Plan in December 2009. The Environmental Strategy and Development Manager advised that the waste contract had delivered considerable ongoing CO₂ savings and the total reduction in carbon emissions achieved since 2008/09 to date was 27%, which was in excess of the Council's agreed carbon reduction target of 25% by 2020.

Members were also advised that, since 2009, there had been a reduction of 15% in total CO₂ emissions, from major sources achieved so far (a further 2% improvement from 2012/13). If all sources were included CO₂ emissions from East Herts Council's service delivery had fallen by almost 17% since the baseline year.

The Environmental Strategy and Development Manager stated that, whilst overall CO₂ emissions for the Council's leisure facilities have risen by 4% last year, there had been a corresponding increase in usage of an additional 11,668 customer visits. Since the baseline year of 2009, average CO₂ emissions per visit to the Council's leisure facilities have fallen by almost 50% per visit in 2013 and this represented a major efficiency in terms of energy savings per user.

Members were advised that the past refurbishment of Castle Hall into Hertford Theatre, which included the

installation of a range of energy efficiency measures, had resulted in considerable ongoing carbon reductions year-on-year with an overall 29% reduction in CO₂ emissions.

The Environmental Strategy and Development Manager concluded by setting out the support offered by East Herts Council in support of the Government's Community Energy Strategy. The support on offer centred on grants from East Herts Council or facilitation work for the provision of community energy schemes.

In response to a query from Councillor R Beeching, the Environmental Strategy and Development Manager advised that reductions in fuel costs or reductions in CO₂ as less energy was used in the form of Kilowatt Hours, had come about due to a number of energy efficiency measures. A voltage regulator was in use at Wallfields and pool covers at the leisure facilities resulted in a significant direct saving due to the heat that was no longer being lost from the Council's pools.

Councillor P Ruffles encouraged Officers to develop contacts with the Environment Agency to get things moving in respect of progress regarding the Micro Hydro scheme at Hertford Theatre. The Environmental Strategy and Development Manager advised that it generally took about 3 to 4 years to get a micro hydro scheme through the Environment Agency.

Members were advised that the Council's negotiations with the Environment Agency were nearing conclusion and the latest piece of work being undertaken was acting on an Environment Agency requirement for an Eel Pass. The Environmental Strategy and Development Manager undertook to update the Committee at the next meeting.

The Committee received the report.

RESOLVED – that (A) the progress achieved in implementing the East Herts Climate Change Action plan since its adoption in 2009, be noted;

(B) an update report be submitted to the next meeting in respect of the Micro Hydro Scheme at Hertford Theatre; and

(C) Officers bring forward some budgeted proposals to progress the Council's policy for the assistance being offered to Community Energy Groups.

The meeting closed at 8.07 pm

Chairman
Date

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 NOVEMBER 2014

REPORT BY EXECUTIVE MEMBER FOR COMMUNITY SAFETY AND ENVIRONMENT

ANTI SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 – ENVIRONMENTAL CRIME ENFORCEMENT IMPLICATIONS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- This report gives an overview of the changes resulting from the Anti-social Behaviour, Crime and Policing Act 2014 and explains how the new legislation will affect current Environmental Crime policies.

RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY

COMMITTEE: That:

(A)	Officers to be tasked to report back to a future meeting on how the legislation and emerging guidance could be implemented by the Council; and
(B)	A review of the Council's Environmental Crime Policy to be carried out to ensure that it complies with legislation and best practice.

1.0 Background

1.1 The Anti-social Behaviour, Crime and Policing Act 2014 was introduced to improve the way that the Police, Council's and Social landlords deal with anti-social behaviour. Final statutory guidance was published in July 2014 and while some changes commenced from March, others which affect East Herts have only been effective since 20 October 2014.

1.2 Many of the changes introduced by the new legislation affect the Police and other agencies. This report focuses only on the parts of the legislation that will impact on Environmental Crime for East Herts Council. The anti-social behaviour aspects will be dealt with

by the Community Scrutiny Committee through a separate report on 10 March 2015.

2.0 Report

2.1 The current Environmental Crime Policy was agreed in 2006 and covered the following items:

- Crime and Disorder Reduction Partnerships
- Nuisance Parking Offences
- Abandoned Vehicles
- Litter
- Distribution of Free Literature
- Graffiti and other defacement
- Deposit and Disposal of Waste
- Dog Control Orders
- Noise
- Nuisance from Light and Insects
- Fixed penalty Notices
- Abandoned Shopping Trolleys

2.2 Since the policy was produced there have been a number of minor amendments following clarification of guidance. The Government has recently made several changes to existing legislation as part of an overhaul of offences relating to anti-social behaviour and these include some activities linked to environmental crime.

2.3 The new legislation will affect the following:

- Littering from cars
- Clearing litter and waste on land
- Graffiti and other defacement
- Controlling dogs

2.4 Details of the possible implications for East Herts Council are shown in **Essential Reference Paper 'B'**.

2.5 Although legislation came into effect 20th October 2014 a number of documents are in draft form only and there is some uncertainty about the application of the new legislation.

2.6 It is proposed that officers bring a report to a future meeting once there is greater clarity of statutory guidance.

3.0 Implications/Consultations

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

Background Papers

Please refer to the report on Environmental Crime Enforcement dated 30 May 2006.

Contact Member: Malcolm Alexander – Executive Member for
Community Safety and Environment
malcolm.alexander@eastherts.gov.uk

Contact Officer: Cliff Cardoza – Head of Environmental Services,
Extn: 1698. cliff.cardoza@eastherts.gov.uk

Report Author: Nick Kirby – Environmental Inspection Team
Manager , Extn: 1689. nick.kirby@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>Place – Safe and Clean</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p>
<p>Consultation:</p>	<p>None required at this stage however consultation may be required at a future date subject to proposals arising from how we apply the legislation and the review of the Environmental Crime Policy.</p> <p>Consultation will be required for Public Spaces Protection Orders with various partners such as the Police, Town, Parish and County Councils, and appropriate community representatives.</p>
<p>Legal:</p>	<p>No statutory requirements but certain parts of existing legislation have been repealed and new powers have been brought in to replace them.</p> <p>Details of the changes to existing legislation that will potentially affect Environmental Crime Enforcement for East Herts Council are shown in Essential Reference Paper 'B'.</p>
<p>Financial:</p>	<p>There are none for this report.</p>
<p>Human Resource:</p>	<p>The new legislation places an emphasis on the police, councils and social landlords to work together to deal with problems more quickly. Partnership working, information sharing and early and informal interventions are key to successfully dealing with anti-social behaviour.</p>
<p>Risk Management:</p>	<p>The new powers seek to improve the way that local authorities, social landlords and the police deal with anti-social behaviour.</p> <p>Failure to implement appropriate measures removes an important tool and seriously limits the opportunity to improve public satisfaction with these services.</p>

Health and wellbeing – issues and impacts:	The new legislation provides some additional tools to help local authorities address problems with the local environment and persistent offenders to improve quality of life.
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Implications for East Herts from Legislative Changes

Description of Offence	Current Act	Implications of the Anti-social Behaviour, Crime and Policing Act 2014	Commencement Date
Abandoning a Vehicle	Refuse Disposal (Amenity) Act 1978	None – current powers unaffected	
Exposed vehicles for sale repairing vehicles on a road	Clean Neighbourhoods and Environment Act 2005	None – current powers unaffected	
Litter	Environmental Protection Act 1990, section 88	Secretary of State can make regulations so under s88 the registered keeper of the vehicle can be given a fixed penalty notice as a result of litter being deposited from a vehicle (may be recovered as a civil debt)	To be determined
Street Litter Control Notice / Litter Clearing Notice	Environmental Protection Act 1990, sections 92 to 94A	Community Protection Notices replace the current litter notices (litter clearing & street litter control notices) and can be used to deal with persistent littering and accumulations of waste as well.	October 2014
Unauthorised distribution of literature	Clean Neighbourhoods and Environment Act 2005, section 23	None – current powers unaffected	
Waste Carrier Registration Documents	Control of Pollution (Amendment) Act 1989	None – current powers unaffected	
Waste Transfer Notes	Environmental Protection Act 1990	None – current powers unaffected	
Waste Receptacle Offences	Environmental Protection Act 1990, section 46	None from this legislation but the coalition government reduced the fixed penalty notice amount for s46, to £80 under an Amendment Order from May 2012	May 2012
Graffiti and Fly Posting Offences	Anti-Social Behaviour Act 2003, sections 48 to 52	Repeal of powers to issue Defacement Removal Notices. Community Protection Notices will replace the current notices.	October 2014
Dog Control Order Offences	Clean Neighbourhoods and Environment Act 2005	Repeal of Dog Control Orders – replaced by Public Space Protection Orders. Community Protection Notices and Injunction to Prevent Nuisance and Annoyance introduced to tackle persistent anti-social behaviour subject to tests being met.	October 2014

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 NOVEMBER 2014

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY COMMITTEE

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- To review and determine Environment Scrutiny Committee's future work programme.

<u>RECOMMENDATION FOR DECISION:</u> That	
(A)	The work programme detailed in this report be agreed.

1.0 Background

- 1.1 Items previously required, identified or suggested for the Environment Scrutiny work programme are set out in **Essential Reference Paper 'B'**.

2.0 Report

- 2.1 The draft agenda for 2014/15 meetings of Environment Scrutiny Committee is shown in **Essential Reference Paper 'B'**. The timing of some items shown may have to change depending on availability of essential data (e.g. from central government).
- 2.2 Members are asked whether there is any additional topic they wish to put forward for inclusion on the agenda for the final meeting of 2014/15 or the first meeting of 2015/16.
- 2.3 Members are also asked whether they wish to extend an invitation to one or more of the Executive members to attend a particular meeting or for a specific agenda item.

3.0 Implications/Consultations

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

Background Papers:

None.

Contact Member: Councillor Mark Pope – Chairman of Environment Scrutiny Committee. mark.pope@eastherts.gov.uk

Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services, Extn: 2170.
jeff.hughes@eastherts.gov.uk

Report Author: Marian Langley – Scrutiny Officer, Extn: 1612.
marian.langley@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p>(2014/15 version)</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute. This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean. This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives.</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household. Members of each scrutiny committee (and the HWP) are consulted at every meeting as their work programme is a standing item on the agenda.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>None.</p>

<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.</p> <p>The Health and Wellbeing Panel is set up to specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.</p>

Environment Scrutiny Committee Work Programme 2014/15

meeting	date	topic	Contact officer/lead	Next Exec
JOINT SCRUTINY	20 Jan 2015	<ul style="list-style-type: none"> 2015/16 Budget items 		
JOINT SCRUTINY	10 Feb 2015	<ul style="list-style-type: none"> 2015/16 Service Plans 2014/15 Estimates and 2015/16 Future targets 		
4 in 2014/15	<p>17 Feb 2015</p> <p>Report deadline 4 Feb</p>	<ul style="list-style-type: none"> IF COMMISSIONED in Nov 2014: Review of changes to East Herts' Environmental Crime policies in the light of the new ASB, Crime and Policing Act NEW: Fuel Poverty Action Plan for East Herts – supported by costed proposals in respect of grants for loft/cavity walls, take up of Green Deal and promoting Oil Clubs etc NEW: Costed proposals for supporting community groups in respect of Community Energy projects Healthcheck through to Jan 2015 	<ul style="list-style-type: none"> Head of Service Lead Officer and Manager (timing of this is very dependent on publication of government framework) Lead Officer Lead Officer - Performance 	<p>3 Mar 2015</p> <p>2 June 2015</p> <p>TBC</p>

		<ul style="list-style-type: none"> • Work Programme – planning ahead for 2015/16 	<ul style="list-style-type: none"> • Scrutiny Officer 	
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Environment Scrutiny Committee Work Programme 2015/16 (TBC)

meeting	date	topic	Contact officer/lead	Next Exec
2015/16	CIVIC YEAR			
1 in 2015/16	09 June 2015 TBC Report deadline 27 May	<ul style="list-style-type: none"> • Work Programme for 2015/16; discussion with new committee • Performance Reporting – Contract Performance 2014/15 • Healthcheck through to March 2015 (which includes relevant 2014/15 Out turns and Targets) • Service Plan monitoring – Oct 2014 to March 2015 	<ul style="list-style-type: none"> • Scrutiny Officer • Head of Service • Lead Officer - Performance • Lead Officer – Corporate Planning 	7 July 2015 4 Aug 2015 1 Sept 2015 TBC

NOTE (subject to confirmation): it is expected that there will be a 'new Member' induction training session on 'Parking' held immediately before Environment Scrutiny Committee on 9 June 2015. This briefing will be open to all Members.

The four principles of good public scrutiny:

- *provides 'critical friend' challenge to executive policy-makers and decision-makers*
- *enables the voice and concerns of the public and its communities*
- *is carried out by 'independent-minded governors' who lead and own the scrutiny role*
- *drives improvement in public services*

Environment Scrutiny Committee	<ol style="list-style-type: none"> 1. To develop policy options and to review and scrutinise the policies of the Council relating to planning policy, local development framework, Building Control, Planning Enforcement, Development Control, transport policy (concessionary fares and subsidised bus routes), Highways Partnership, parking and economic development, energy conservation, waste management, parks and open spaces, historic buildings, conservation – green agenda, Local Strategic Partnership and street scene. 2. To make recommendations to the Executive on matters within the remit of the Committee. 3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee. 4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee. 5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee. 6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the
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Committee and report back to the Committee on a regular basis as determined by the Committee.

7. To consider, should it choose to do so, any item within the remit of the Committee to be considered by the Executive (except items of urgent business). The relevant report to the Executive will be made available to the Scrutiny Committee. The Executive shall consider any report and recommendations on the item submitted by the Scrutiny Committee.

8. To consider matters referred to the Committee by the Executive/ Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 NOVEMBER 2014

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2014/15 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2014/15 and details those service plan actions that either require a revised completion date or are proposed for deletion or suspension. This report also monitors the outstanding service plan actions from 2013/14 and 2011/12, which are detailed in Essential Reference Papers 'D' and 'E'.

<u>RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:</u>	
That:	
(A)	The progress against the Council's priorities and the revised completion dates, suspensions and deletions against 2014/15 Service Plan actions and 2013/14 and 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 The 2014/15 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 11 February 2014 and approved by the Executive at its meeting on 4 March 2014.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2014 for the following services:

- Information, Parking and Customer Services (in relation to Parking only)
- Environmental Services
- Planning and Building Control

1.4 In addition, outstanding actions from 2013/14 and 2011/12 Service Plans will also form part of the 2014/15 monitoring process.

2.0 Report

2014/15 Analysis

2.1 In total, there are 32 actions in the 2014/15 Service Plans, of which:

16% (5) have been achieved

53% (17) are on target

22% (7) have had their completion dates revised

6% (2) have been suspended

3% (1) has been deleted

2.2 An overview of all council achievements by Corporate Priority for 2013/14 are detailed in **Essential Reference Paper 'B'**.

2.3 **Essential Reference Paper 'C'** details 2014/15 Service Plan actions that have either had their completion dates revised, been suspended or have been deleted. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2014/15 Service Plan actions can be accessed by referring to the council's performance management system, Covalent (www.covalentcpm.com/eastherts).

2013/14 Analysis

2.4 In total, there are five outstanding actions from the 2013/14 Environment Service Plan; Information, Parking and Customer Services Plan and Planning and Building Control Plan of which:

20% (1) has been achieved

20% (1) is on target

40% (2) have had their completion dates revised. One action has been revised for the second time and the other for the third time.

20% (1) has been deleted as the activity is duplicated in a 2014/15 Service Plan. The action that has been deleted is:

- 13-PBC04 – DC and BC - procurement process for replacement IT systems

2.5 **Essential Reference Paper ‘D’** provides more detail on the status of these five actions.

2011/12 Analysis

2.6 There is one outstanding action from the 2011/12 Environment Service Plan and currently the action is off target.

2.7 **Essential Reference Paper ‘E’** provides full details relating to this action by corporate priority.

3.0 Implications/Consultations

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

Background Papers

2014/15 Service Plans report to Executive on 4 March 2014.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the corporate priorities and objectives.
Health and wellbeing – issues and impacts:	A number of the council's service plan actions do support/contribute to the health and wellbeing agenda. Any relevant actions that are either 'off target', 'have a revised completion date' or are proposed for 'deletion or suspension' are highlighted in the report along with a current service update.

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Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2014:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Improve the health and well-being of our residents</p>	<ul style="list-style-type: none"> • Published our Health and Wellbeing Strategy which sets out our plans for combining our resources and skills to promote healthier lifestyles in partnership with Hertfordshire County Council, the Clinical Commissioning Groups (CCGs), NHS Trusts, volunteer organisations and others. • Helped older residents in the district to stay fit, active and independent by: <ul style="list-style-type: none"> ➤ Launching concessionary Fitsteps dance classes in Bishop's Stortford and Ware. The classes are aimed at older residents (60 years plus) so that they can reap the many health benefits that regular physical activity brings. Fitsteps is a national fitness programme which was created following the popularity of the TV programme, Strictly Come Dancing. The Bishop's Stortford class varied in numbers between two to eight residents at each session. The number of residents attending the Ware class varied from 20 to as high as 40 at each session. Due to its success the initial pilot was extended with reduced funding and

		<p>will run independently from January 2015.</p> <ul style="list-style-type: none"> ➤ Supporting a grant from the LSP Health and Wellbeing Group to the Herts Sport Partnership to provide 'Fellas Fitness'. The initiative is aimed at older men to help build and maintain their fitness levels, whilst at the same time providing an opportunity to meet and interact with other members of their local community. • Welcomed the first UK Womens International cycling tour through East Herts. The race made its way through the district on the fourth stage of the tour, which started in Cheshunt and finished in Welwyn Garden City. Cyclists passed through Hertford Heath, Hertford town centre before continuing through Wadesmill, Standon, Buntingford and Cottered.
	<p>Objective: Increase community engagement</p>	<ul style="list-style-type: none"> • As at August 2014 we have awarded £64, 519 in both revenue and capital grants to 37 different groups, including charities and parish councils. This included: <ul style="list-style-type: none"> ➤ Summer Activities – Our summer activities grants programme for 2014 was very well received and more than 2,717 children and young people attended the various activities. 68% came from the 5 to 11 age category. Events included Summer Archery, Flying Circus at Courtyard Arts, Tennis coaching, community picnic and Pop School. ➤ Community Activity Grants – In our first two funding rounds for this year, we awarded 11 different Community Activities grants to groups in both towns and villages. These grants have been used to fund a day trip, a Christmas outing for older people groups, a community fun day and the creation of a website for a town

partnership

- In the 2014/15 financial year, we awarded 10 capital grants for community led projects to improve well used facilities or services. For example, we helped Datchworth Parish Council replace and relocate water troughs for its allotment, helped two village halls refurbish their toilets and entrance hallway, updated play areas and improved car parking facilities at a village sports pavilion.
- Held the fourth annual Community Sports Awards. This annual event, funded by East Herts Council aims to celebrate achievements and contributions to sport as well as inspiring our local sporting talent to go on and reach their full potential. 19 awards were presented in total across 9 categories.
- Held our annual rural parish conference where up to 46 parish councils attended. The event provides a popular forum for engaging with parish councils on rural issues with particular interest this year on the information that the CVS presented on the community car scheme.
- Successfully implemented Individual Electoral Registration (IER). IER has been rolled out across the country to help modernise the way people register to vote and to help tackle electoral fraud. (14-DLSS01)

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce residual waste and increase our recycling rate</p>	<ul style="list-style-type: none"> Introduced the use of compostable caddy liners in kitchen caddies that can be disposed of in the brown bin. Residents told us that composting food waste was messy without them, and therefore made it more difficult. Nearly a third of waste put in the black bin for landfill is food, and we wanted to make it easier and encourage residents to put it in their brown bin for composting. Currently the recycling rate is 53.49% as at August 2014 which is 2.29% higher than the same period last year. (14-ES12)
	<p>Objective: Maintain our clean streets and reduce litter</p>	<ul style="list-style-type: none"> An effective stray dog services is essential to ensuring dog fouling is kept to a minimum through education and responsible dog ownership. Won the RSPCA Gold Footprint award. This certification is given for the quality of stray dog services, housing, contingency planning and animal welfare principles. Last year the council achieved a silver footprint and the year before that, a bronze. The council also scored top marks for its consistent promotion of responsible dog ownership, including micro-chipping, which becomes compulsory for all dogs in Britain from June 2016. From April 2014 to August 2014 the council has picked up 64 stray dogs.
	<p>Objective: Maintain our parks, play areas and open spaces in good order</p>	<ul style="list-style-type: none"> Celebrated Love Parks Week, by holding two free fun activities at Southern Country Park in Bishop's Stortford and Pishiobury Park in Sawbridgeworth. Activities at Southern Country Park ranged from the popular annual dog show to a fitness activity trail, orienteering and making wooden medallions with the Friends group. At Pishiobury Park visitors could meet the Longhorn cattle and join a guided bug hunt.

		<p>The council also teamed up with the Dogs Trust to offer free dog micro-chipping on the day.</p> <ul style="list-style-type: none"> Retained our two Green Flags for The Ridgeway in Hertford (for the sixth year running) and Southern Country Park in Bishop's Stortford (for the seventh year running).
	<p>Objective: Ensure future development best meets the need of the district and its residents</p>	<ul style="list-style-type: none"> The development management committee approved a small development of sustainable homes in an East Herts village. The homes are expected to become the biggest group of naturally ventilated homes in the UK, serving as a working model for buildings elsewhere in the country. They will also exceed the highest ranking in the Code for Sustainable Homes, which measures new homes performance in categories such as energy efficiency, water use and health and well-being.



Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Deliver value for money and reduce our reliance on central government funding</p>	<ul style="list-style-type: none"> • Installed a new seating and auditorium floor at Hertford Theatre to provide a better customer experience. (14-CEC04) • Implemented remote working procedures in the Area Environmental Inspection Team. This allows inspectors to receive service requests and customer enquiries remotely in the district enabling jobs to be visited more quickly and some actions to be undertaken while on site. (14-ES20) • East Herts has considered how to make best use of its resources and through Audit Committee agreed a framework that allows wider options in terms of investing its money. This includes being able to make use of Property Funds. It is anticipated that the increased income from these investments will be able to close gaps in the financial model in future years as an alternative to having to look to make further savings. Executive will receive a report in October recommending specific funds to invest in. • Corporate Management Team (CMT) considered and agreed a new senior management structure that focussed resources in a different way. This included the investment in a new Head of Business Development, the remit of which includes considering improved ways of working, a more commercial approach to delivering Council Services and working alongside service areas to consider future efficiency savings. Further investment has also been made in other areas including Procurement resource to enable wider working with our suppliers to encourage greater competition in the market.



		<ul style="list-style-type: none"> For the second year running, the council has undertaken a “Budget Challenge” to consider our allocation of resources, and in particular highlight those areas where there have been underspends in prior years, to free up resource to reallocate to other priority areas.
	<p>Objective: Enhance the economic well-being of East Herts</p>	<ul style="list-style-type: none"> Celebrated ‘Love Your Local Market’ week by holding a special market where locally made ice-cream, meats and games, cheeses, pickles, sausages alongside the weekly fishmonger and greengrocer could be enjoyed. The council also provided spaces free of the usual rental charge, to encourage and support as many small businesses to take part. Following extensive public consultation agreed to implement free short stay parking (30 minutes) for visitors to East Herts Council car parks in Bishop's Stortford, Hertford and Ware. As part of the council’s ambition to increase the vibrancy of the district's town centres, 30 minutes free parking has been introduced in most car parks, adding to the free bays on street and increasing availability and convenience. Visitors needing to park for more than half an hour will receive more parking time for the same price.



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2014/15 Service Planning Report - April - September 2014

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	Notes
Corporate Priority: People					
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity					
14-ES01	Implement Council's revised arrangements for inspection data recording for parks and open spaces and leisure services	<p>Target: Data recording in place.</p> <p>Outcome: Improve records to provide assurance that inspections have been properly completed to protect the Council in the event of a claim. Compliance with the Council's new inspection policy.</p> <p>Critical Success Factors: Staff resources; co-operation of contractors.</p> <p>Environmental Impacts: None</p>	01-Jun-14		<p>Revised Completion Date (to 31 December 2014)</p> <p>April - September 2014. The majority of the operational work has been completed and the final overview of procedures to be created. Revised completion date is therefore 31 December 2014. Risk assessments have been incorporated into the quarterly open space inspection with support and approval from Health & Safety Officer, play inspection procedures have been reviewed and revised, arboricultural risk inspections have been reviewed and a new level of completion assessment introduced.</p> <p>We are working with Risk Assurance Officer on this to create some corporate standards. The service specific sections are now to be drafted with support from a graduate trainee who started in September 2014. The standards and policies element will be part of a wider project to explore land management issues.</p> <p>We will be meeting in October to begin delivery of the final procedure summaries ensuring there is consistency with other services.</p>
14-ES03	Develop business case for the Council funding replacement gym equipment at Hartham and Grange Paddocks	<p>Target: Business case submitted to Corporate Management Team / Members.</p> <p>Outcome: Negotiate with contractors to establish whether replacement gym equipment should be funded by the Council with an associated reduction in the leisure contract management fee, on an invest to save basis.</p> <p>Critical Success Factors: Staff resources; co-operation of contractor.</p> <p>Environmental Impacts: None</p>	30-Jun-14		<p>Action To Be Deleted</p> <p>April - September 2014. Action to be deleted. SLM have funded replacement of gym equipment at both Grange Paddocks and Hartham Leisure Centres independently and do not require East Herts Council's assistance in this project.</p>

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		Notes
14-ES04	Work with schools and Hertfordshire County Council to ensure long term financial sustainability of Joint Use pools	<p>Target: Review of financial sustainability complete; Ongoing funding mechanisms agreed with schools / County Council.</p> <p>Outcome: Options for financial sustainability considered and agreed with partners.</p> <p>Critical Success Factors: Staff resources; support from partners.</p> <p>Environmental Impacts: None</p>	31-Mar-15		Action To Be Suspended	April - September 2014. Action delayed. Ongoing discussions with schools. Uncertainty remains about future Government funding regime for school swimming.
Corporate Priority: Place						
Objective: Maintain our parks, play areas and open spaces in good order						
14-ES06	Deliver better integration of open space improvement plans with the Development Management process to make better use of Section 106 contributions	<p>Target: Director of Financial and Support Services satisfied with integration and allocation of funding.</p> <p>Outcome: An initial matrix of needs for the 120 significant open spaces across the district will be completed with reference to existing management plans.</p> <p>Critical Success Factors: Support from colleagues.</p> <p>Environmental Impacts: None</p>	31-May-14		Revised Completion Date (to 31 January 2015)	April - September 2014. An initial spreadsheet has been created to identify core needs and currently available funds. An audit of the key open spaces to determine more detailed plans for the future has been delayed due to other project commitments but is now programmed to be undertaken in October combining with the objective to develop corporate land management risk standards. Completed management plans identify funding requirements which could be found through sections 106 agreements, including Hartham Common and the "and beyond" projects to link open space access. The emerging Hertford Castle and Waytmore Castle plans will also inform the matrix of needs. The revised target for completion of this project is 31 January 2015.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		Notes
14-ES07	Work with Sawbridgeworth Town Council to design town centre open space enhancement (Bell Street).	<p>Target: Agreed plans for improvement in place within available funding.</p> <p>Outcome: Work with Town Council to explore the potential for a scheme to create a central community space (Forelands Place).</p> <p>Critical Success Factors: Staff Resources; funding; agreement with STC.</p> <p>Environmental Impacts: Improved public amenity supporting the viability of the town centre</p>	30-Sep-14		Revised Completion Date (to 31 March 2016)	<p>April - September 2014. An initial site meeting has taken place with the Town Council. After exploring the possibilities it was agreed that they would await confirmation of section 106 funding and consider how they might like to carry out a public consultation. We advised that professional support would be required to scope and deliver a potential design which would best be commissioned alongside a consultation exercise. We would be able to manage this element. We have carried out some minor interim alterations to the site by reducing the height of the hedge dividing the open space with the car park at the request of the Town Council. No further action can be taken until the Town Council are ready to proceed. There is no EHC funding currently available for this project and the project will be delayed until 2015/16 or when a suitable funding source is identified.</p>
14-ES08	Complete revised management plan for Waytemore Castle including green finger stretching out to Red, White and Blue Open Space, linking to proposed housing development in consultation with Bishop's Stortford Town Council	<p>Target: Management Plan in place.</p> <p>Outcome: Plans in place for the improvement of Bishops Stortford's 'green finger' in consultation with BSTC.</p> <p>Critical Success Factors: Staff resources; agreement with BSTC.</p> <p>Environmental Impacts: Improved public amenity and biodiversity.</p>	31-May-14		Revised Completion Date (to 28 February 2015)	<p>April - September 2014. Revised Completion Date. Work has been undertaken to draw together existing research and drafts for a management plan for the Castle Gardens. Officers have met with the Town Council to agree a way forward that can combine their new plans for the park and Sworders Field which have been drawn up following a consultation and landscape assessment commissioned by the TC. Officers have taken these ideas and are working with CMS to develop them into an outline master plan to produce a holistic project. These plans incorporate EHC existing drafts, discussions with English Heritage, the recent revised Parks and Open Spaces Strategy objectives and the Town Council aspirations but they have involved a level of compromise to achieve the best approach for a wider project.</p> <p>This master plan replaces the intended management plan but meets the same objective to define the required to improve the parks and open spaces stretching to the north. The additional consultation exercise required to complete this has resulted in a delayed until February 2015.</p>

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		Notes
Page 48 14-ES09	Install new boardwalk across lake at Southern Country Park	<p>Target: Scheme completed utilising S106 funding.</p> <p>Outcome: Improved amenity for park users; Health and Safety issues resolved; Friends of the Park Group satisfied with delivery of the project.</p> <p>Critical Success Factors: Staff resources; capital programme funding approved.</p> <p>Environmental Impacts: Improved public amenity and biodiversity</p>	30-Dec-14		Revised Completion Date (to 31 March 2015)	<p>April - September 2014. Revised Completion Date. This Capital Programme project is proceeding. The scheme has been scoped and outline plans created to describe the boardwalk's location and style. Environmental Services have arranged support from the Engineering Team to finalise the construction details and tender a design and build contract. They have expertise in waterside construction. Initial site investigations/surveys are now complete and price estimates secured to guide the final brief to tenderers. A list of suitable tenderers has been drawn up. It is anticipated that a change from recycled plastic to timber materials will enable the entire boardwalk and ancillary features to be included in the project. The price of recycled plastic boards has increased and is found to be too expensive to deliver best value.</p> <p>The design and replacement materials will however ensure sufficient longevity. Engineers are in the process of finalising the brief to tenderers. Construction dates are likely to pass 30th December but should be achievable before 31st March 2015.</p>
Objective: Reduce residual waste and increase our recycling rate						
14-ES11	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	<p>Target: Campaign delivered.</p> <p>Outcome: Reduced disposal to landfill, increase in collection of Waste Electrical and Electronic Equipment (WEEE) and textiles reuse/recycling.</p> <p>Critical Success Factors: Support from contractors and partners.</p> <p>Environmental Impacts: Reduction in disposal to landfill. Increase in WEEE and textile recycling</p>	30-Dec-14		Action To Be Suspended	April - September 2014. Project delayed due to other priority projects and staff shortages. To be reviewed in 2015/16.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		Notes
14-ES14	Review performance of recycling services following SPARC implementation and extend to communal properties	<p>Target: Review complete. Flats receiving cardboard collection service.</p> <p>Outcome: Maximise recycling and composting and reduce waste going to landfill.</p> <p>Critical Success Factors: Staff resources; funding.</p> <p>Environmental Benefits: Reduced landfill, reduced carbon footprint.</p>	30-Sep-14		Revised Completion Date (to 31 March 2015)	April - September 2014. Revised completion date 31 March 2015 due to staff vacancies. Performance of SPARC reported to Environment Scrutiny Committee in September 2014. New service very successful and popular with residents. Proceeding with roll out to communal properties. Currently advising communal customers and implementing on a block by block basis.
Corporate Priority: Prosperity						
Objective: Deliver value for money and reduce our reliance on central government funding						
14-ES22	Review information available to customers to ensure it continues to meet standards of clarity and quality; and to look at developing new ways to present the most up to date, informative and accurate information through existing and emerging technology.	<p>Target: Review complete.</p> <p>Outcome: Web pages are up to date and provide the best information to customers. Support delivery of 'My East Herts' project.</p> <p>Critical Success Factors: Support from ICT Services and Web Team.</p> <p>Environmental Impacts: N/A.</p>	30-Jun-14		Revised Completion Date	April - September 2014. ES Web Page analysis in progress for documented process in meeting standards for customers. 'My East Herts' project currently scheduled with IT - ES aware and poised for working with IT to deliver project.

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2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (April - September 2014)

Action Code	Action Title	Action Description	Original Due Date	April - September 2013 status	October - December 2013 status	January - March 2014 Status	April - September 2014 Status	Notes	
Corporate Priority: People									
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity									
13-ES02	Develop a strategy to show how the Council's objectives for health and wellbeing will be delivered through the Leisure Services contract	<p>Target: Objectives and outcomes documented in reports to Scrutiny Committee</p> <p>Outcome: Clear link showing how strategic objectives are delivered through contractor and services are modified to meet them</p> <p>Critical Success Factors: Support from Leisure Contractor</p> <p>Environmental Impacts: Energy efficiency and sustainability objectives delivered</p>	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (30 June 2014)		Revised Completion Date (31 December 2014)	April - September 2014. Revised completion to 31 December 2014. Working with the leisure provider to develop outcomes through Sport England Community Sports Activation bid. Further work required with partners to identify how Health and Wellbeing board can commission activities through the leisure contract.
Corporate Priority: Place									
Objective: Reduce residual waste and increase our recycling rate									
13-ES11	Establish pattern for programme of improvements to Local Environmental quality, identifying specific areas and working on multi agency basis to bring about visual improvement.	<p>Target: Identify specific areas and work with partners to deliver improvements to infrastructure and visual amenity.</p> <p>Outcome: Improve visual amenity of one area whilst establishing a transferrable pattern for others.</p> <p>Critical Success Factors: Multi agency cooperation.</p> <p>Environmental Benefits: Cleaner, less cluttered streets.</p>	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (31 March 2015)		Action On Target	April - September 2014. Action delayed until last quarter 2014/15 due to other work priorities and staff vacancies.
Corporate Priority: Prosperity									
Objective: Deliver value for money									
13-ES18	Implement web based 'self service' systems and improve access to services for customers	<p>Target: Self service systems operational</p> <p>Outcome: Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p>Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	30-Dec-2013	Action On Target	Revised Completion Date (31 March 2014)	Revised Completion Date (30 June 2014)		Revised Completion Date (30 November 2014)	April - September 2014. Revised completion date from June 2014 to November 2014. Delay has occurred due to additional programming ware required for delivering proof of concept (not known before) has been now purchased by IT to allow this project to progress.
13-PBC04	DC and BC - procurement process for replacement IT systems	<p>Target: Replacement and updated software for both service areas.</p> <p>Outcome: More resilient and customer focussed service.</p> <p>Critical Success Factors: Cost of software and implementation process.</p> <p>Environmental Impacts: Increased customer self-service</p>	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (31 December 2014)		Action To Be Deleted/Suspended	January - March 2014. Procurement phase now complete and IDOX selected as the replacement software for the Development Management and Building Control areas. Project plan for installation to be formulated. Replacement system will enable enhanced customer service and operational efficiencies. Revised completion date 31 December 2014 from 31 March 2014. It is proposed that this action is deleted as the activity is being monitored through action 14-PBC05, as part of the 2014/15 Planning and Building Control Service Plan.
Objective: Enhance the economic well being of East Herts									
13-IPCS11	Grange Paddocks Project	<p>Target: Increased use of car park on the outskirts of town, motorists benefitting from lower long stay rates, successful use of Link and Northgate End for short term stays, encouraging more shopping/visits to the town.</p> <p>Outcome: Occupancy levels in grange Paddocks long stay increase creating capacity for short stay closer to the town as measured by changes in ticket issue and occupancy counts.</p> <p>Critical Success Factors: Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council).</p> <p>Environmental Impacts: N/A</p>	31-Aug-2013	Revised Completion Date (31 March 2014)	Action On Target	Revised Completion Date (30 September 2014)		Action Achieved	April - September 2014. Project completed no further changes to scheme required.

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2014/15 Service Planning Report - Outstanding 2011/12 Service Plan Actions (April - September 2014)

Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2014 Status	Notes
Corporate Priority: Pride in East Herts					
Objective: By 2015 - Reduce by 25% the carbon dioxide emissions from local authority operations by 2020.					
11-ES21	Implement the Castle Weir Micro Hydro Scheme at Hertford Theatre.	<p>Target: Facility commissioned.</p> <p>Outcome: Exemplar project. Production of sustainable energy and income generated from the sale of green electricity and feed in tariffs. Contributes to the enhancement of the town centre of Hertford.</p> <p>Critical Success Factors: Staff resources. Design and build of facility by Contractor. Support from the Council's Engineering and Property teams. Planning approval agreed.</p> <p>Environmental Impacts: Reduce Council's carbon footprint. Demonstration project for businesses in Hertfordshire.</p>	31-Oct-11		<p>Action Off Target (current due date 31 March 2015)</p> <p>There has been a history of delay on this project that has been reported in detail in previous service plan updates, which Members have already seen. The current position is detailed below.</p> <p>April - September 2014. Action off target. Specialist eel consultant appointed, further survey undertaken during period of low flow and design for suitable eel pass developed in order to meet Environment Agency (EA) requirements. Project narrative and eel pass design due to be submitted to EA for informal comment in October 2014. Anticipated that it will move forward for planning approval and formal EA consent for December 2014 Development Management Meeting, subject to satisfactory outcome from informal EA advice consultation.</p>

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 11 NOVEMBER 2014

REPORT BY THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

ENVIRONMENT SCRUTINY HEALTHCHECK – AUGUST 2014 TO SEPTEMBER 2014

WARD (S) AFFECTED: ALL

Purpose/Summary of Report:

- To set out a report on the performance of the key indicators that relate to Environment Scrutiny for the period August 2014 to September 2014.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE:	
That:	
(A)	The reported performance for the period August 2014 to September 2014 be noted; and
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny's terms of reference covering the period August 2014 to September 2014.

1.2 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. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for September 2014 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 quarters summarised in a trend chart.




1.3 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 are able to provide support and training on using the Covalent system if required.



1.4 **Essential Reference Paper ‘B’** Shows a summary analysis of the performance indicators that are reported to Environment Scrutiny. Please note when reviewing the summary where a performance indicator is showing a deteriorating trend compared to the previous period, it does not mean it is necessarily ‘Red’ or ‘Amber’.

Essential Reference Paper ‘C’ Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper C has been sorted by status e.g. all performance indicators that are ‘red’ are listed first etc.

Essential Reference Paper ‘D’ Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.

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

Place

Performance analysis

- 2.1 **EHPI 2.1d – Planning Enforcement: Initial site inspections.** Performance was 'Red' for July 2014. The target was not met due to a higher number of inspection cases in the September period. 31 out of 51 site inspections were completed.
- 2.2 **EHPI 157c – Processing of planning applications: Other applications.** Performance was 'Amber' for September 2014. Performance was slightly below target for September 2014, 118 out of 137 applications were determined on time. 19 'other' applications had gone over the time scale.
- 2.3 **EHPI 2.4 – Fly-tips: Removal.** Performance was 'Amber' for September 2014. Although performance did not achieve the target, performance has improved from the previous month, as fly tipping removal times have improved to expected levels.
- 2.1 Performance data was not available at the time of writing this report for the following indicators due to the service still awaiting recycling data to come in from Herts County Council. The data will be verbally updated by the Chief Executive and Director of Customer and Community Services in the Executive report on 4 November 2014 if available:
- EHPI 191 – Residual household waste per household.
 - EHPI 192 – Percentage of household waste sent for reuse, recycling and composting.
 - EHPI 2.5 – Total waste collected by the district (kg per household).
 - EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal.
- 2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for September 2014. They were:
- EHPI 2.1e – Planning Enforcement: Service of formal Notices.
 - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
 - EHPI 2.23 – Planning decisions delegated to officers.
 - EHPI 157a – Processing of planning applications: 'Major'

- applications.
- EHPI 157b – Processing of planning applications: ‘Minor’ applications.

2.5 While meeting the target for September 2014 the following indicator showed a declining trend when performance was compared to the previous month:

- EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.

Please refer to **Essential Reference Paper ‘C’** for full details.

Prosperity

Performance analysis

2.6 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for September 2014. However both showed a declining trend (for two consecutive months) when performance was compared to the previous month. They were:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges.
- EHPI 6.9 – Turnaround of NTO Representations.

Please refer to **Essential Reference Paper ‘C’** 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’**.

Background Papers:

- 2013/14 Estimates and Future Targets Report – Executive 4 March 2014.

Contact Members:

Councillor Malcolm Alexander – Executive Member for Community Safety and Environment.

Councillor Paul Phillips – Executive Member for Economic Development.

Contact Officer:

Ceri Pettit – Corporate Planning and Performance Manager, Extn: 2240.
ceri.pettit@eastherts.gov.uk

Report Author:

Karl Chui – Performance Monitoring Officer, Extn: 2243.
karl.chui@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Place – Safe and Clean <i>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</i></p> <p>Prosperity – Improving the economic and social opportunities available to our communities <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications arising from this report.</p>
<p>Financial:</p>	<p>Financial discussions have taken place between Directors and Heads of Service and any implications have been highlighted in the report.</p>
<p>Human Resource:</p>	<p>There are no human resource implications arising from this report.</p>
<p>Risk Management:</p>	<p>By not having effective performance management arrangements in place puts the Council at risk of not being clear whether it's priorities and objectives are being met and if there are any service delivery issues, that could impact on their delivery. The Corporate Healthcheck report is one tool designed to help mitigate against this risk. Also effective performance management arrangements help to support transparency and increase local accountability.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>A number of the council's performance indicators do support/contribute to the health and wellbeing agenda. Any relevant indicators that are 'Red' rated are highlighted in the report and mitigating actions will be taken.</p>

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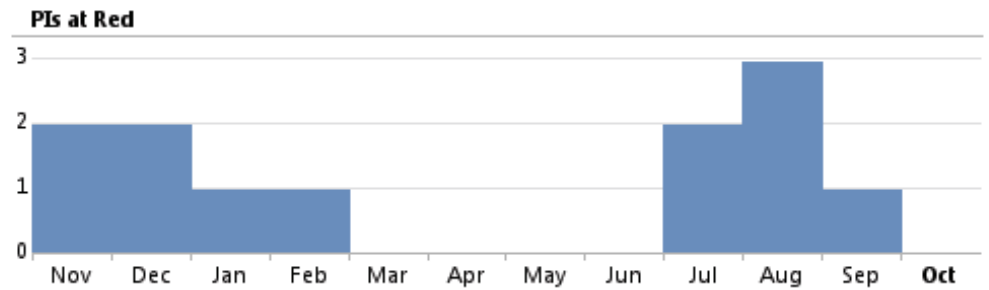
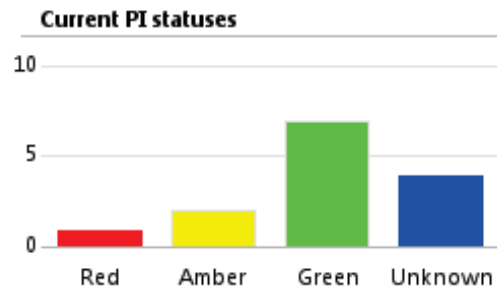
Environment Scrutiny Summary - Essential Reference Paper B

1 PIs at Red

2 PIs at Amber

7 PIs at Green

14 Total number of PIs



Best Performing (PIs)	Value	Target	Gauge
EHPI 157a Processing of planning applications: Majo...	100.00%	60.00%	
EHPI 6.9 Turnaround of NTO Representations. (MINI...	12 days	21 days	
EHPI 2.1e Planning Enforcement: Service of formal N...	100.00%	70.00%	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	12 days	14 days	
EHPI 157b Processing of planning applications: Min...	89.00%	80.00%	
EHPI 2.2 Waste: missed collections per 100,000 collec...	31.15	46.00	
EHPI 2.23 (188) Planning decisions delegated to offic...	96%	90%	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	2.02 da...	2.00 da...	
EHPI 157c Processing of planning applications: Othe...	86.00%	90.00%	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	61.00%	75.00%	
EHPI 191 Residual household waste per household. (...			
EHPI 192 Percentage of household waste sent for re...			
EHPI 2.5 Total waste collected by the district (kg per ...		242 kgs	
EHPI 2.6 Percentage of residual waste (refuse) sent f...		46%	

Deteriorating (PIs)	Value	Target	History
EHPI 6.9 Turnaround of NTO Representations. (MINI...	12 days	21 days	
EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 ...	12 days	14 days	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	61.00%	75.00%	
EHPI 157c Processing of planning applications: Othe...	86.00%	90.00%	
EHPI 2.2 Waste: missed collections per 100,000 collec...	31.15	46.00	

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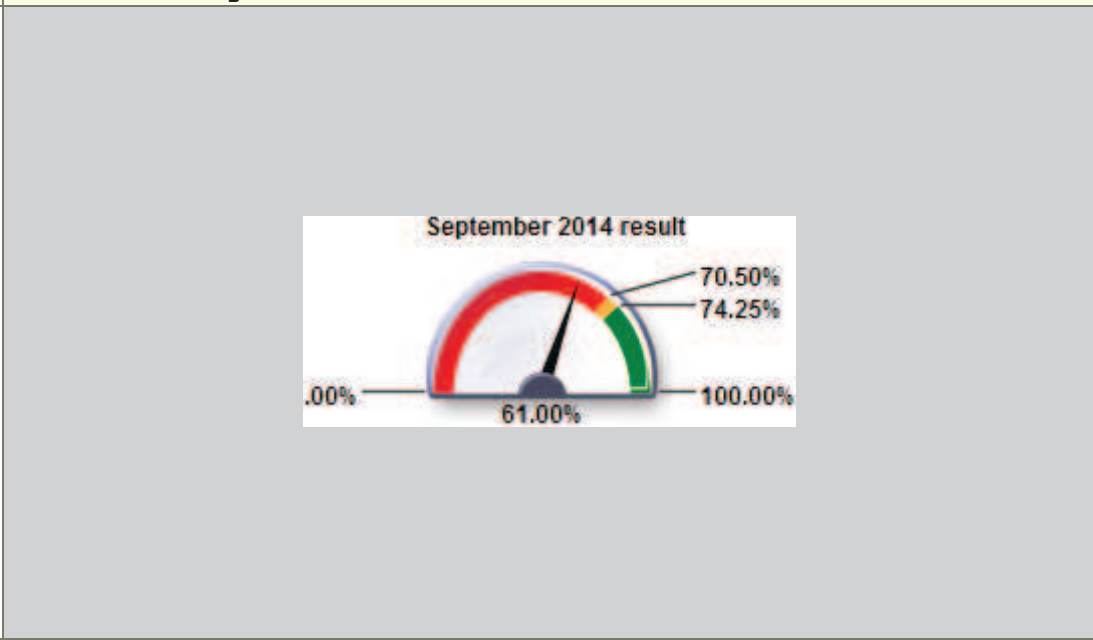
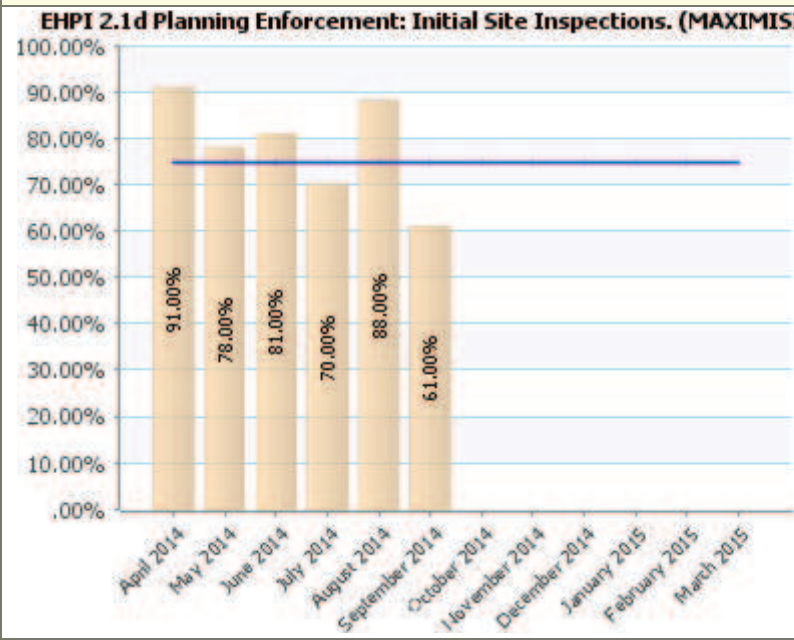
August to September/Quarter 2 Environment Scrutiny Healthcheck 2014/15

Traffic Light Red
Corporate Priority: Place

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)		61.00%	75.00%		Target not met due to higher number of inspection cases in the September period. 31 out of 51 site inspections completed.	None.

Trend Chart **Performance Gauge**

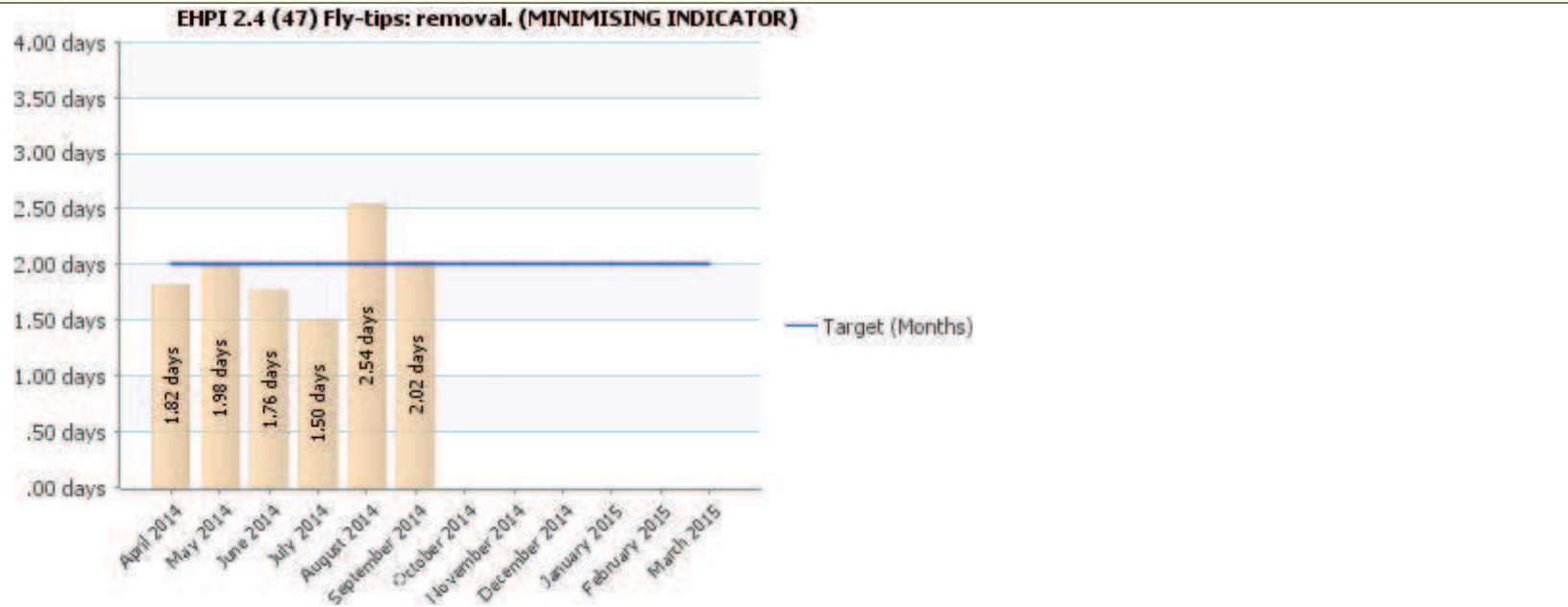


Traffic Light Amber
Corporate Priority: Place

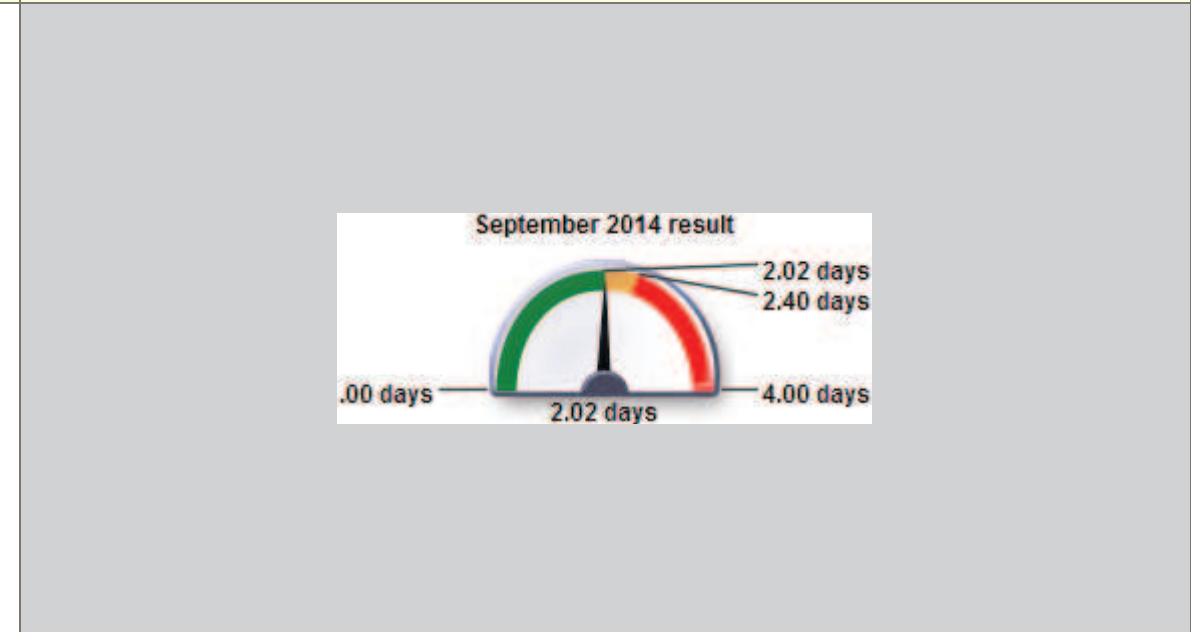
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		2.02 days	2.00 days		Performance improved from previous month, as fly tipping removal times have improved to expected levels.	None.

Trend Chart



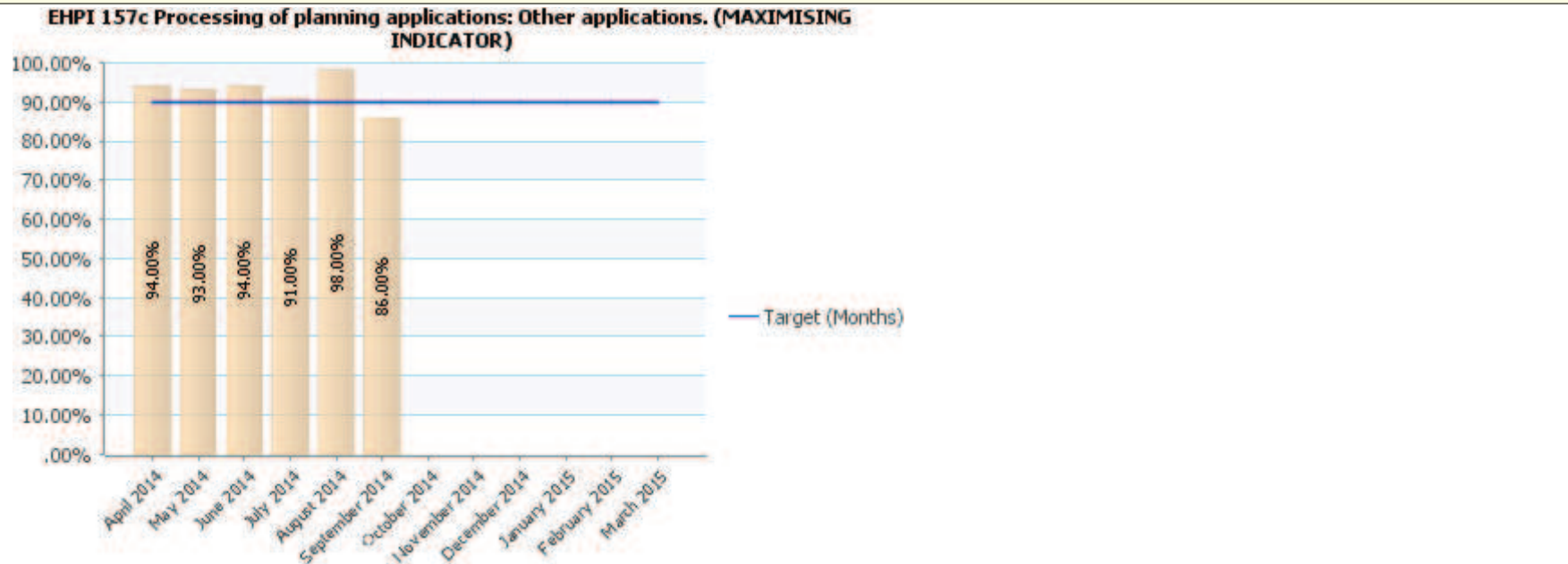
Performance Gauge



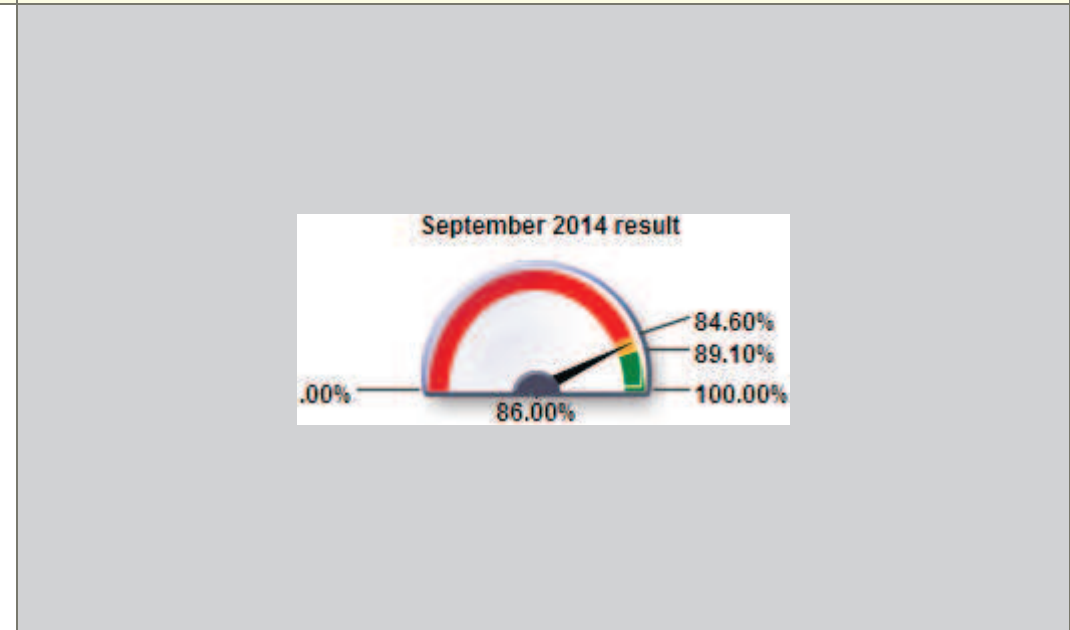
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 157c	Processing of planning applications: Other applications. (MAXIMISING INDICATOR)		86.00%	90.00%		Performance slightly below target. 118 out of 137 applications determined on time.	None.

Trend Chart



Performance Gauge



Traffic Light Green
Corporate Priority: Place

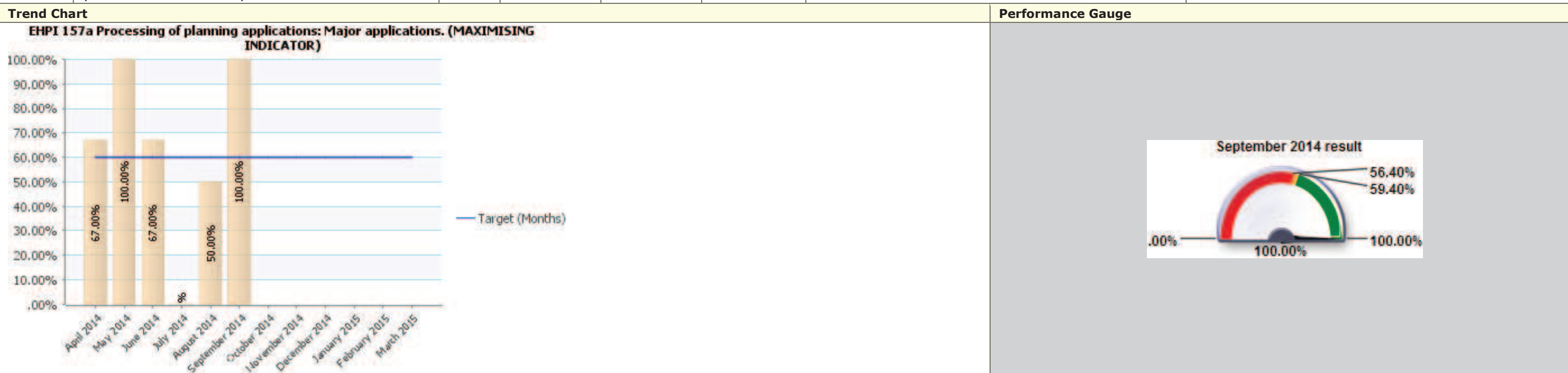
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 2.2	Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		31.15	46.00		Up on last month, mainly to do with missed organic collections, still well within target.	None.



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 157a	Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		100.00%	60.00%		Performance exceeding target. 2 out of 2 applications determined within the ETA date.	None.



Planning and Building Control																												
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.																					
EHPI 157b	Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		89.00%	80.00%		Performance exceeding target. 24 out of 27 applications determined on time.	None.																					
Trend Chart						Performance Gauge																						
<p>EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 157b Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>95.00%</td><td>80.00%</td></tr> <tr><td>May 2014</td><td>82.00%</td><td>80.00%</td></tr> <tr><td>June 2014</td><td>88.00%</td><td>80.00%</td></tr> <tr><td>July 2014</td><td>89.00%</td><td>80.00%</td></tr> <tr><td>August 2014</td><td>63.00%</td><td>80.00%</td></tr> <tr><td>September 2014</td><td>89.00%</td><td>80.00%</td></tr> </tbody> </table>						Month	Current Value (%)	Target (%)	April 2014	95.00%	80.00%	May 2014	82.00%	80.00%	June 2014	88.00%	80.00%	July 2014	89.00%	80.00%	August 2014	63.00%	80.00%	September 2014	89.00%	80.00%	<p>September 2014 result</p>	
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Planning and Building Control																												
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.																					
EHPI 2.1e	Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)		100.00%	70.00%		Performance exceeding target. 1 of 1 notices were served within time scale.	None.																					
Trend Chart						Performance Gauge																						
<p>EHPI 2.1e Planning Enforcement: Service of formal Notices. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.1e Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>May 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>June 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>July 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>August 2014</td><td>100.00%</td><td>70.00%</td></tr> <tr><td>September 2014</td><td>100.00%</td><td>70.00%</td></tr> </tbody> </table>						Month	Current Value (%)	Target (%)	April 2014	100.00%	70.00%	May 2014	100.00%	70.00%	June 2014	100.00%	70.00%	July 2014	100.00%	70.00%	August 2014	100.00%	70.00%	September 2014	100.00%	70.00%	<p>September 2014 result</p>	
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Planning and Building Control																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.														
EHPI 2.23 (188)	Planning decisions delegated to officers (MAXIMISING INDICATOR)		96%	90%		Performance exceeding target. 6 out of 137 decisions were delegated to officers.	None.														
Trend Chart						Performance Gauge															
<p>EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR) - Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>96%</td></tr> <tr><td>May 2014</td><td>95%</td></tr> <tr><td>June 2014</td><td>95%</td></tr> <tr><td>July 2014</td><td>96%</td></tr> <tr><td>August 2014</td><td>93%</td></tr> <tr><td>September 2014</td><td>96%</td></tr> </tbody> </table>						Month	Value (%)	April 2014	96%	May 2014	95%	June 2014	95%	July 2014	96%	August 2014	93%	September 2014	96%	<p>September 2014 result</p>	
Month	Value (%)																				
April 2014	96%																				
May 2014	95%																				
June 2014	95%																				
July 2014	96%																				
August 2014	93%																				
September 2014	96%																				

Traffic Light Green
Corporate Priority: Prosperity

Parking Services																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.														
EHPI 6.8	Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)		12 days	14 days		The parking system has been migrated to a new server and downtime accrued has caused a drop with the average turnaround although PI still remains within target.	None.														
Trend Chart						Performance Gauge															
<p>EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 6.8 Turnaround of Pre NTO PCN challenges (10 working days). (MINIMISING INDICATOR) - Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>7 days</td></tr> <tr><td>May 2014</td><td>7 days</td></tr> <tr><td>June 2014</td><td>7 days</td></tr> <tr><td>July 2014</td><td>7 days</td></tr> <tr><td>August 2014</td><td>9 days</td></tr> <tr><td>September 2014</td><td>12 days</td></tr> </tbody> </table>						Month	Value (days)	April 2014	7 days	May 2014	7 days	June 2014	7 days	July 2014	7 days	August 2014	9 days	September 2014	12 days	<p>September 2014 result</p>	
Month	Value (days)																				
April 2014	7 days																				
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June 2014	7 days																				
July 2014	7 days																				
August 2014	9 days																				
September 2014	12 days																				

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 6.9	Turnaround of NTO Representations. (MINIMISING INDICATOR)		12 days	21 days		The parking system has been migrated to a new server and downtime accrued has caused a drop with the average turnaround although PI still remains within target.	None.

Trend Chart	Performance Gauge																										
<p>EHPI 6.9 Turnaround of NTO Representations. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 6.9 Turnaround Data</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>7</td></tr> <tr><td>May 2014</td><td>7</td></tr> <tr><td>June 2014</td><td>7</td></tr> <tr><td>July 2014</td><td>7</td></tr> <tr><td>August 2014</td><td>9</td></tr> <tr><td>September 2014</td><td>12</td></tr> <tr><td>October 2014</td><td></td></tr> <tr><td>November 2014</td><td></td></tr> <tr><td>December 2014</td><td></td></tr> <tr><td>January 2015</td><td></td></tr> <tr><td>February 2015</td><td></td></tr> <tr><td>March 2015</td><td></td></tr> </tbody> </table>	Month	Turnaround (days)	April 2014	7	May 2014	7	June 2014	7	July 2014	7	August 2014	9	September 2014	12	October 2014		November 2014		December 2014		January 2015		February 2015		March 2015		<p>September 2014 result: 12 days</p> <p>Target: 21 days</p>
Month	Turnaround (days)																										
April 2014	7																										
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June 2014	7																										
July 2014	7																										
August 2014	9																										
September 2014	12																										
October 2014																											
November 2014																											
December 2014																											
January 2015																											
February 2015																											
March 2015																											

Traffic Light Unknown
Corporate Priority: Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 2.5	Total waste collected by the district (kg per household). (MAXIMISING INDICATOR)	TBA	TBA	242 kgs	TBA	Still awaiting data for September to complete quarter 2 recycling bank information. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services.	None.

Trend Chart	Performance Gauge										
<p>EHPI 2.5 Total waste collected by the district (kg per household). (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.5 Total Waste Data</caption> <thead> <tr> <th>Quarter</th> <th>Total Waste (kgs)</th> </tr> </thead> <tbody> <tr><td>Q1 2014/15</td><td>247</td></tr> <tr><td>Q2 2014/15</td><td></td></tr> <tr><td>Q3 2014/15</td><td></td></tr> <tr><td>Q4 2014/15</td><td></td></tr> </tbody> </table>	Quarter	Total Waste (kgs)	Q1 2014/15	247	Q2 2014/15		Q3 2014/15		Q4 2014/15		<p>TBA</p>
Quarter	Total Waste (kgs)										
Q1 2014/15	247										
Q2 2014/15											
Q3 2014/15											
Q4 2014/15											

Environment Services																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.															
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)	TBA	TBA	46%	TBA	Still awaiting data for September to complete quarter 2 recycling bank information. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services.	None.															
Trend Chart						Performance Gauge																
<p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45%</td> <td>45%</td> </tr> <tr> <td>Q2 2014/15</td> <td>TBA</td> <td>45%</td> </tr> <tr> <td>Q3 2014/15</td> <td>TBA</td> <td>45%</td> </tr> <tr> <td>Q4 2014/15</td> <td>TBA</td> <td>45%</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q1 2014/15	45%	45%	Q2 2014/15	TBA	45%	Q3 2014/15	TBA	45%	Q4 2014/15	TBA	45%	TBA	
Quarter	Current Value	Target (Quarters)																				
Q1 2014/15	45%	45%																				
Q2 2014/15	TBA	45%																				
Q3 2014/15	TBA	45%																				
Q4 2014/15	TBA	45%																				

Environment Services																																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.																																							
EHPI 191	Residual household waste per household. (MINIMISING INDICATOR)	N/A	TBA	N/A	TBA	Service is currently awaiting recycling bank data for September. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services.	None.																																							
Trend Chart						Performance Gauge																																								
<p>EHPI 191 Residual household waste per household. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 191 Residual household waste per household. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Current Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>5 kg</td> <td>180 kg</td> </tr> <tr> <td>May 2014</td> <td>68 kg</td> <td>180 kg</td> </tr> <tr> <td>June 2014</td> <td>111 kg</td> <td>180 kg</td> </tr> <tr> <td>July 2014</td> <td>146 kg</td> <td>180 kg</td> </tr> <tr> <td>August 2014</td> <td>180 kg</td> <td>180 kg</td> </tr> <tr> <td>September 2014</td> <td>TBA</td> <td>180 kg</td> </tr> <tr> <td>October 2014</td> <td>TBA</td> <td>180 kg</td> </tr> <tr> <td>November 2014</td> <td>TBA</td> <td>180 kg</td> </tr> <tr> <td>December 2014</td> <td>TBA</td> <td>180 kg</td> </tr> <tr> <td>January 2015</td> <td>TBA</td> <td>180 kg</td> </tr> <tr> <td>February 2015</td> <td>TBA</td> <td>180 kg</td> </tr> <tr> <td>March 2015</td> <td>TBA</td> <td>180 kg</td> </tr> </tbody> </table>						Month	Current Value	Target (Months)	April 2014	5 kg	180 kg	May 2014	68 kg	180 kg	June 2014	111 kg	180 kg	July 2014	146 kg	180 kg	August 2014	180 kg	180 kg	September 2014	TBA	180 kg	October 2014	TBA	180 kg	November 2014	TBA	180 kg	December 2014	TBA	180 kg	January 2015	TBA	180 kg	February 2015	TBA	180 kg	March 2015	TBA	180 kg	N/A	
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September 2014	TBA	180 kg																																												
October 2014	TBA	180 kg																																												
November 2014	TBA	180 kg																																												
December 2014	TBA	180 kg																																												
January 2015	TBA	180 kg																																												
February 2015	TBA	180 kg																																												
March 2015	TBA	180 kg																																												

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 9 September 2014.
EHPI 192	Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	N/A	TBA	N/A	TBA	Service is currently awaiting recycling bank data for September. Performance status will be verbally updated by the Chief Executive and Director of Customer and Community Services.	None.



PI Status	
	Alert
	Warning
	OK

Short Term Trends	
	Improving
	No Change
	Getting Worse



For information only: Performance indicator guidance

Sorted by PI code

EHPI 157a – Processing of planning applications: Major applications
PI Definition
<p>Percentage of planning applications by type determined in a timely manner. A timely manner is defined as</p> <ul style="list-style-type: none"> • within 13 weeks for Major applications; • within 8 weeks for Minor and Other applications; and <p>Good performance Good performance is typified by reaching or exceeding the target.</p>
Data Source
Planning and Building Control

EHPI 157b – Processing of planning applications: Minor applications
PI Definition
Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

Good performance

Good performance is typified by reaching or exceeding the target.

Data Source

Planning and Building Control

EHPI 157c – Processing of planning applications: Other applications

PI Definition

Percentage of planning applications by type determined in a timely manner.

A timely manner is defined as

- within 13 weeks for Major applications;
- within 8 weeks for Minor and Other applications; and

Good performance

Good performance is typified by reaching or exceeding the target.

Data Source

Planning and Building Control

EHPI 191 – Residual household waste per household

PI Definition

This indicator is the number of kilograms of residual household waste collected per household.

The **Numerator** (X) for this indicator is total kilograms of household waste less any household waste arisings sent for reuse, sent for recycling, sent for composting, or sent for anaerobic digestion.

The **denominator** (Y) is the number of households as given by the dwelling stock figures from the Council Taxbase. The

number of dwellings in each band at the end of the financial year (March figures) to which the indicator pertains, as

provided by the Valuation Office, will be used. These are available from [Local government finance statistics council tax and national nondomestic rates, dwelling numbers on valuation list \(external link\)](#).

Residual waste is any collected household waste that is not sent for reuse, recycling or composting.

Good performance

Good performance is typified by a lower figure per household

Data Source

Environment Services

EHPI 192 – Percentage of household waste sent for reuse, recycling and composting

PI Definition

The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion.

The numerator is the total tonnage of household waste collected which is sent for reuse, recycling, composting or anaerobic digestion.

The denominator is the total tonnage of household waste collected.

Good performance

Good performance is typified by a higher percentage

Data Source

Environment Services

EHPI 2.1d – Planning Enforcement: Initial Site Inspections

PI Definition

Sum of enforcement cases where working days elapsed between date of receipt of enforcement case to initial site inspection date is equal to/less than 15 divided by total number of initial site inspections undertaken

Other Guidance

Enforcement case: each individual potential breach of planning control brought to the attention of the service.
Initial Site Inspection: the first visit to and inspection of the location of the enforcement case to establish relevant information.

EHPI 2.1e – Planning Enforcement: Service of formal Notices

PI Definition

Sum of Formal Notices where the Date of Service is within 30 working days of the date of the DC Committee by which its service is authorised

Other Guidance

Formal Notice: Planning Enforcement notices authorised to be served by the DC Committee (Does not include any other form of notice such as Listed Building of Advertisement) **Date of Service:** Date on which a Formal Notice is first served on any relevant party which has an interest in relation to it.

EHPI 2.2 (45) – Waste: missed collections per 100,000 collections of household waste

PI Definition

Number of properties served by refuse, recycling and composting collections multiplied by frequency of each collection type, divided by 100,000 then divided into nos. of missed collections.

Data Source

Environment Services

EHPI 2.23 (188) – Planning decisions delegated to officers

PI Definition
Number of applications decided by planning officers under a scheme of delegation and without referral to committee. APAS - Formula: $\text{PS2 (Total Decisions) minus GAFquery (total Committee Decisions) = No} \times 100 / \text{Total Decisions} = \%$
Data Source
Planning and Building Control

EHPI 2.4 (47) - Fly-tips: removal
PI Definition
This PI is measured by the total time taken to clear fly-tips divided by number of fly-tips recorded on Mayrise, plus those reported and cleared same day by MRS.
Data Source
Environmental Services

EHPI 2.5 - Total waste collected by the district (kg per household).

PI Definition

This indicator shows over time whether waste produced by householders is reducing or increasing. The Council works with the Herts Waste Partnership to actively encourage residents to think about how they can minimise the amount of waste they produce and therefore the cost to the tax payer of collecting and disposing of it.

Data Source

Environment Services

EHPI 2.6 - Percentage of residual waste (refuse) sent for disposal.

PI Definition

The percentage of residual waste (refuse) which has been sent by the authority for disposal.

The numerator is the total tonnage of residual waste collected which is sent for disposal.

The denominator is the total tonnage of residual waste collected.

Data Source

Environment Services

EHPI 6.8 - Turnaround of Pre Notice to Owner (NTO) Parking Charge Notice (PCN) challenges (10 working days)
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PI Definition

Sum of days elapsed from receipt of challenges (scanning date used as proxy for challenge received date) to response / total number of challenges.
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Data Source

Parking Services

Other Guidance

Data for this PI taken from ICPS which works in calendar days; therefore adjust target to 14 days when calculating figure to allow for weekends.
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EHPI 6.9 - Turnaround of Notice to Owner (NTO) Representations
PI Definition
Sum of days elapsed from receipt of NtO representations (scanning date used as proxy for representation received date) to response / total number of NtO representations.
Data Source
Parking Services
Other Guidance
Calculated from ICPS but using calendar days not working days.

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