

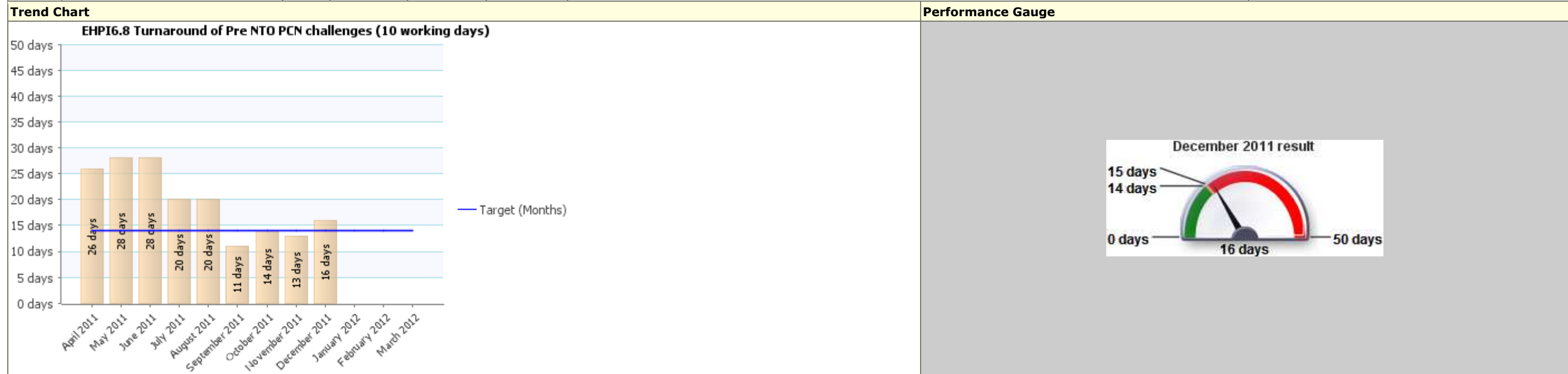
September – December Environment Scrutiny Corporate Healthcheck 2011/12



Traffic Light Red
Description Fit for purpose, services fit for you



Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHP16.8	Turnaround of Pre NTO PCN challenges (10 working days)		16 days	14 days	↓	Performance has slipped below target following the Christmas holidays and stewarding undertaken by the team in support of Christmas shoppers. Turnaround of formal representations remains within target.	None

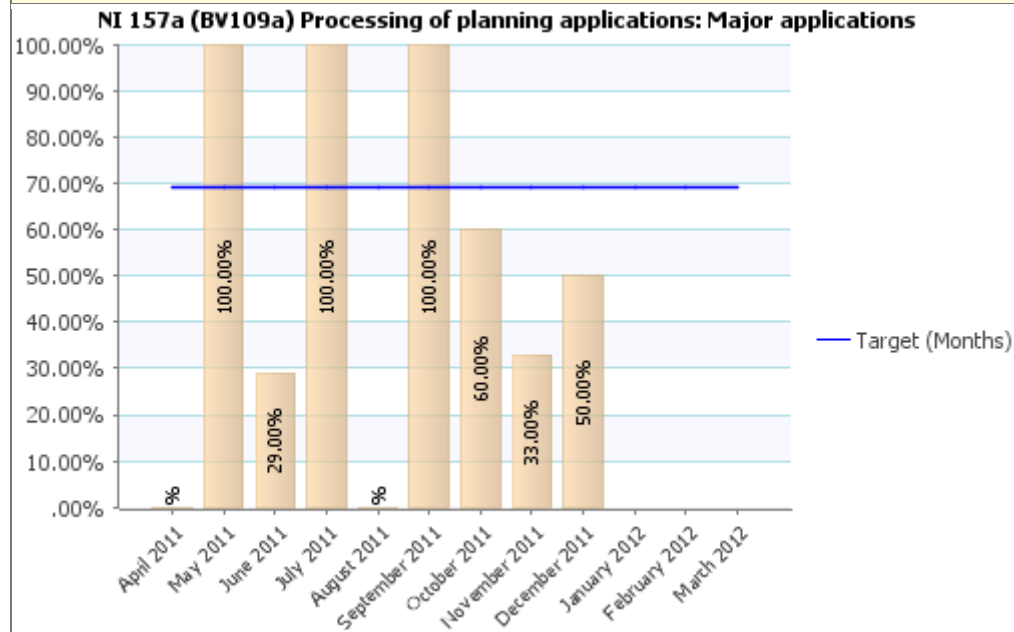


Traffic Light Red
Description Shaping now, shaping the future

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	69.00%		Target not achieved. Six major decision notices were issued. The decision making timescale in three cases took longer than the target timescale. This is because they required the completion of legal agreements. The timescale for dealing with one of these agreements was particularly protracted, primarily because of land ownership issues raised by a third party. Decisions were made within the target timescale where either an approval was issued and a legal agreement was not necessary, or the proposals were refused.	None

Trend Chart



Performance Gauge



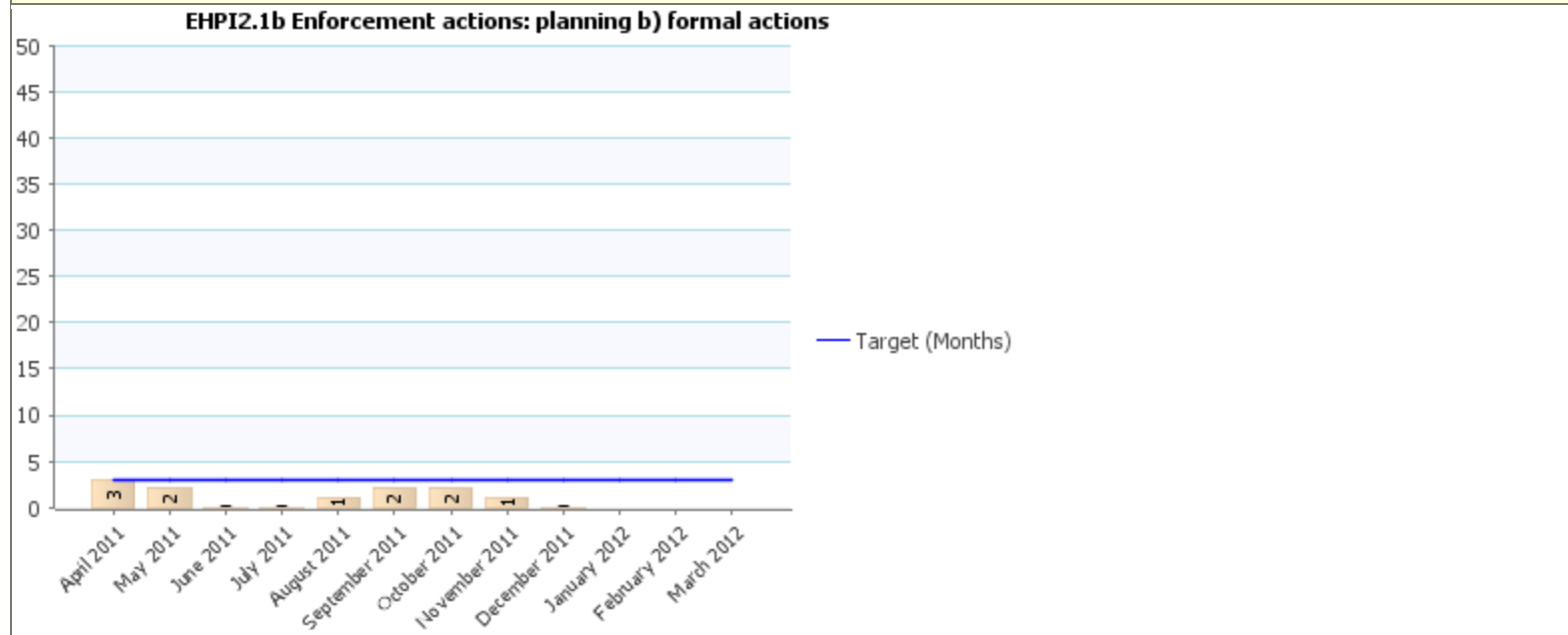
Traffic Light Green

Description Caring about what's built (and) where

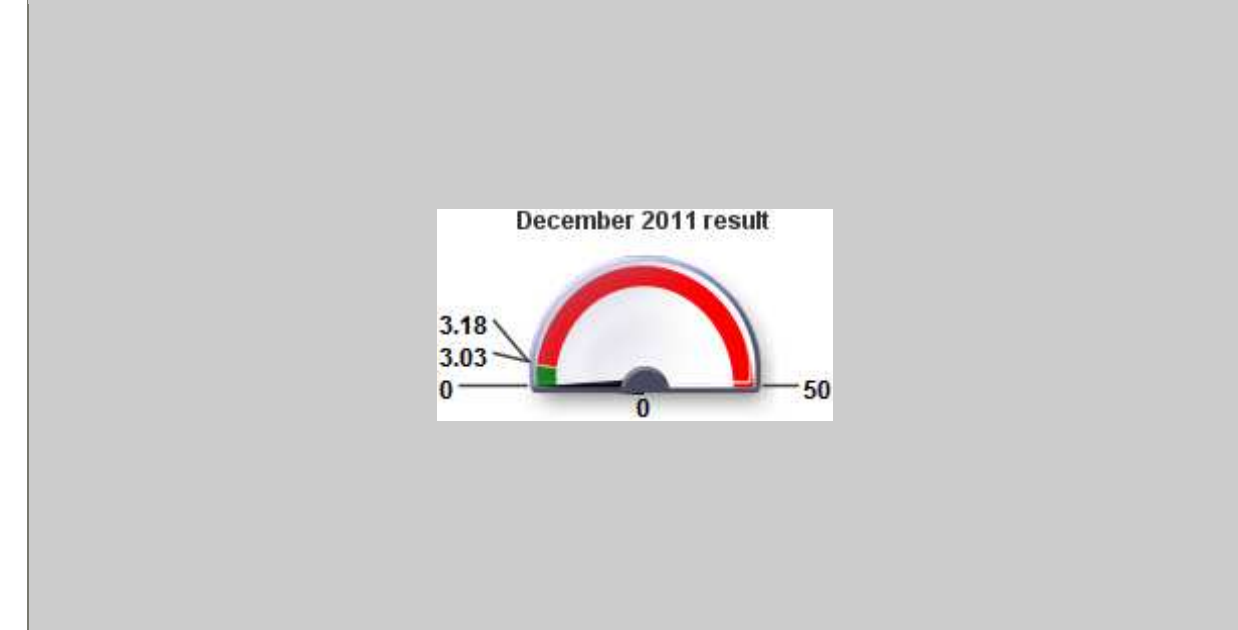
Planning and Building control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHPI2.1b	Enforcement actions: planning b) formal actions		0	3		Performance is exceeding target.	None

Trend Chart

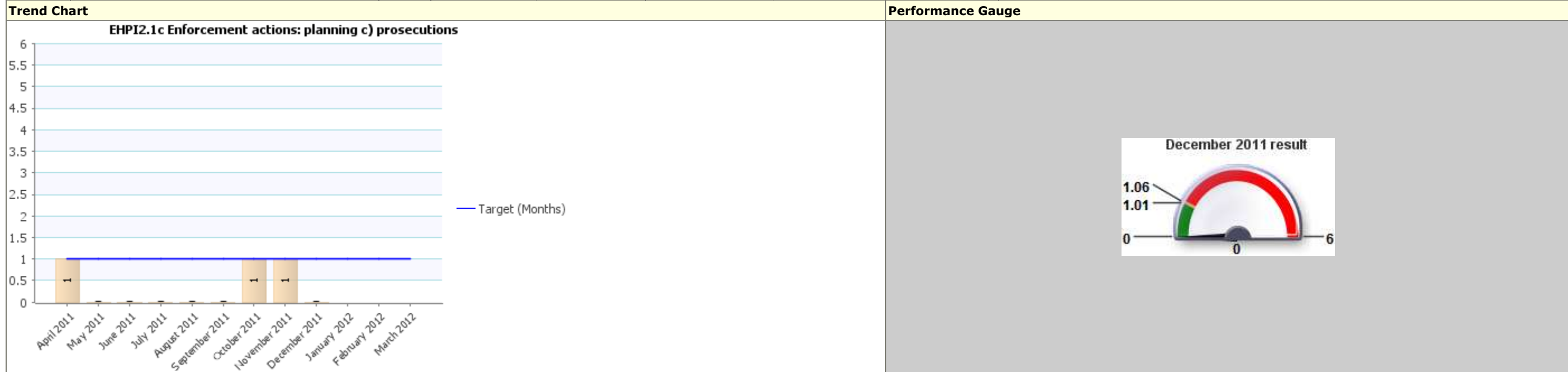


Performance Gauge



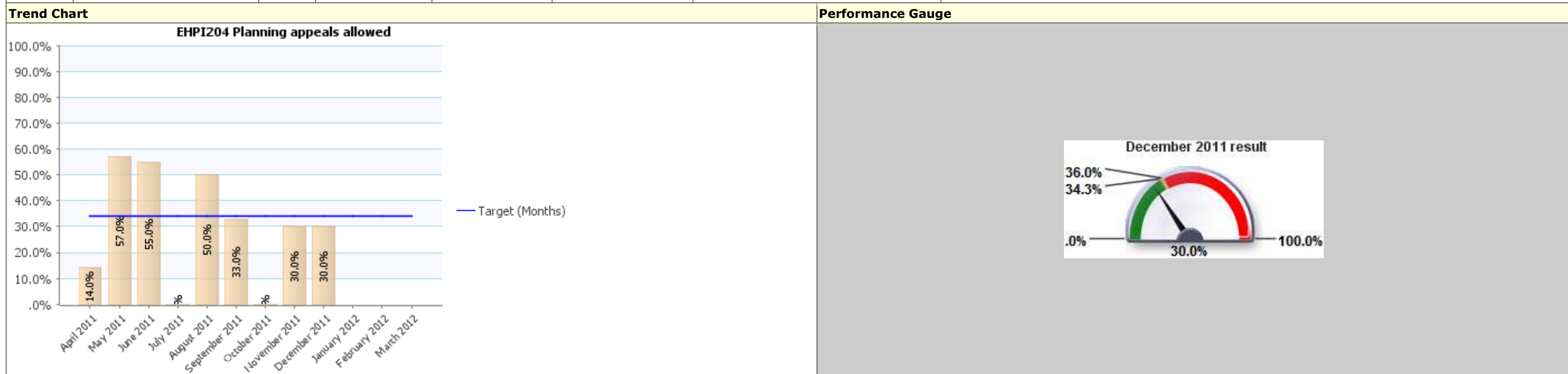
Planning and Building control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHPI2.1c	Enforcement actions: planning c) prosecutions		0	1		Performance is exceeding target.	None



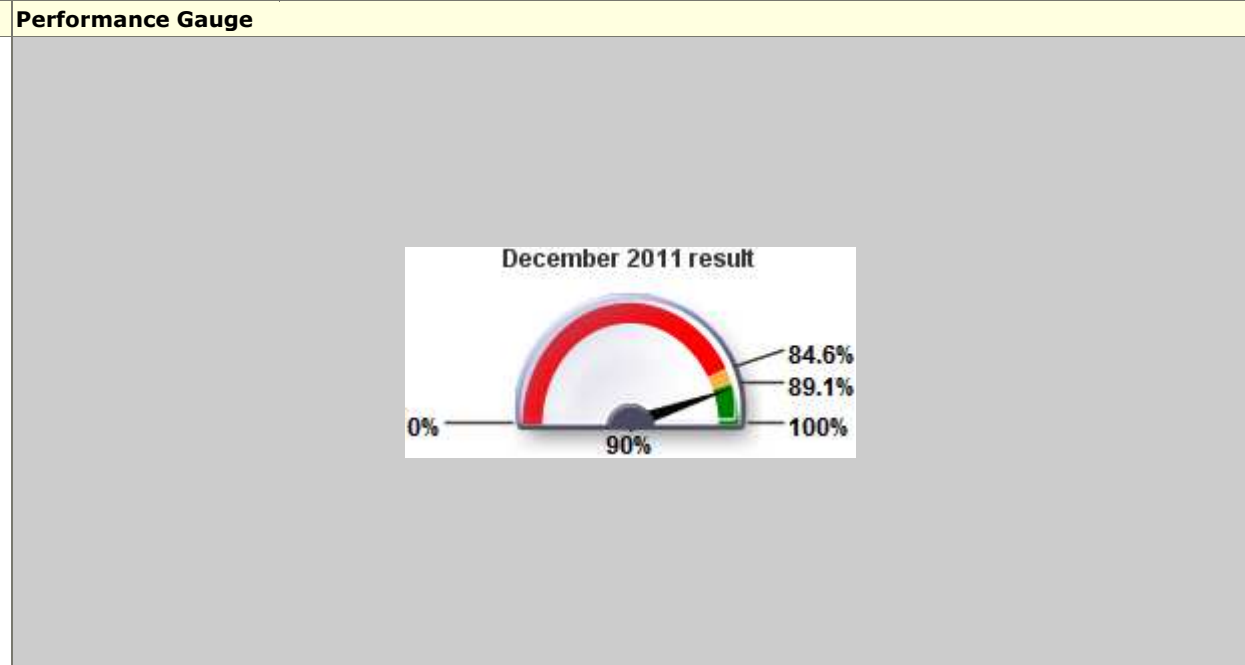
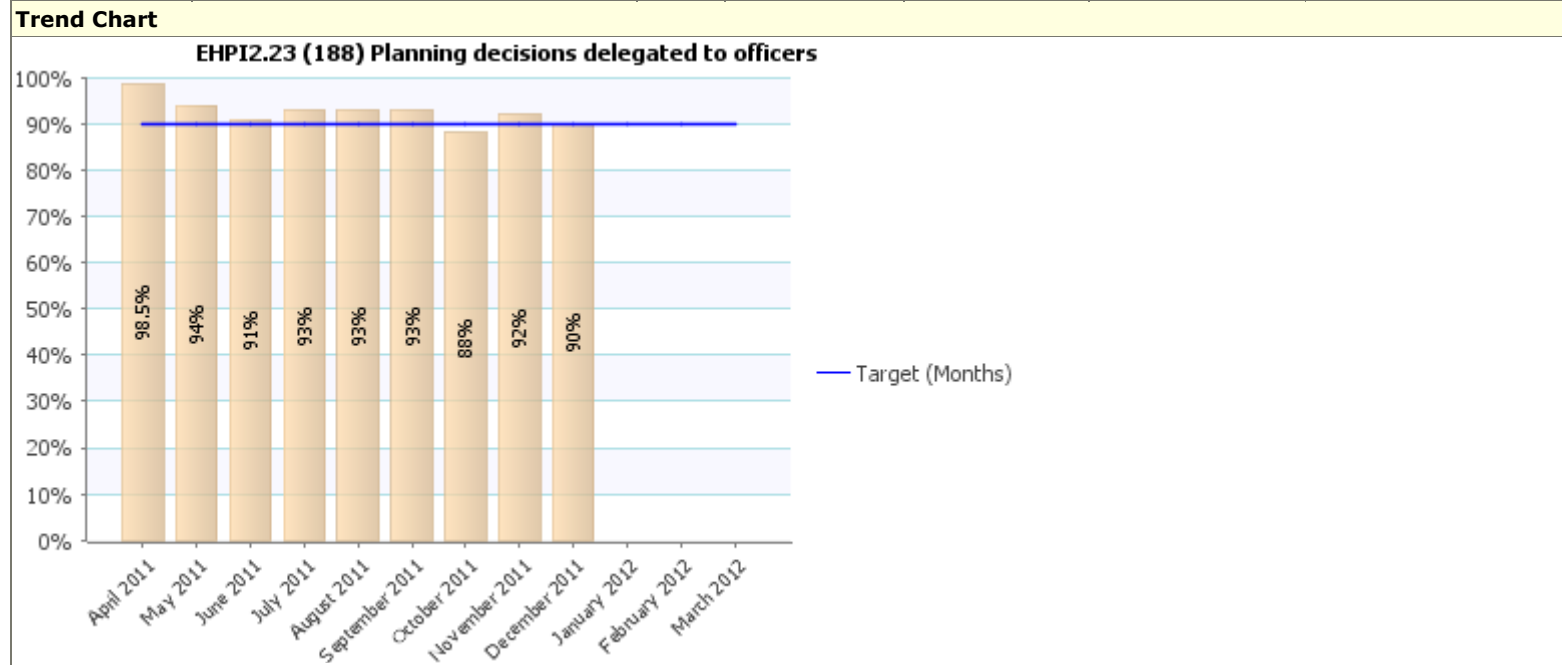
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHPI204	Planning appeals allowed		30.0%	34.0%		Performance is exceeding 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 15 th November 2011
EHPI2.23 (188)	Planning decisions delegated to officers	✔	90%	90%	↓	16 decisions by committee out of 159 decisions	None



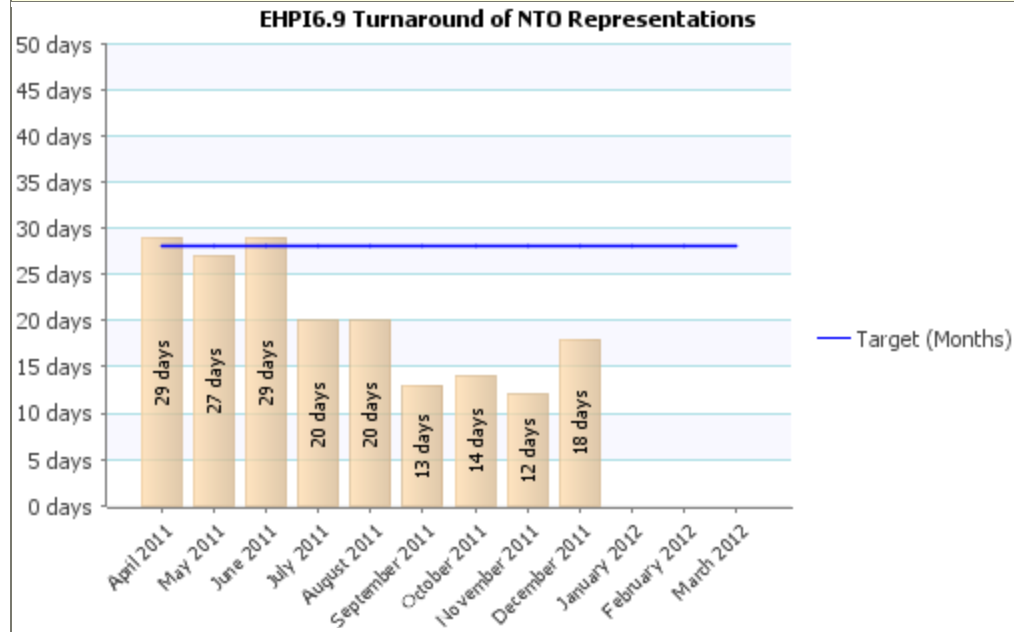
Traffic Light Green

Description Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHPI6.9	Turnaround of NTO Representations		18 days	28 days		Remains within target but has slipped slightly due to staff absences and public holidays in December.	None

Trend Chart



Performance Gauge

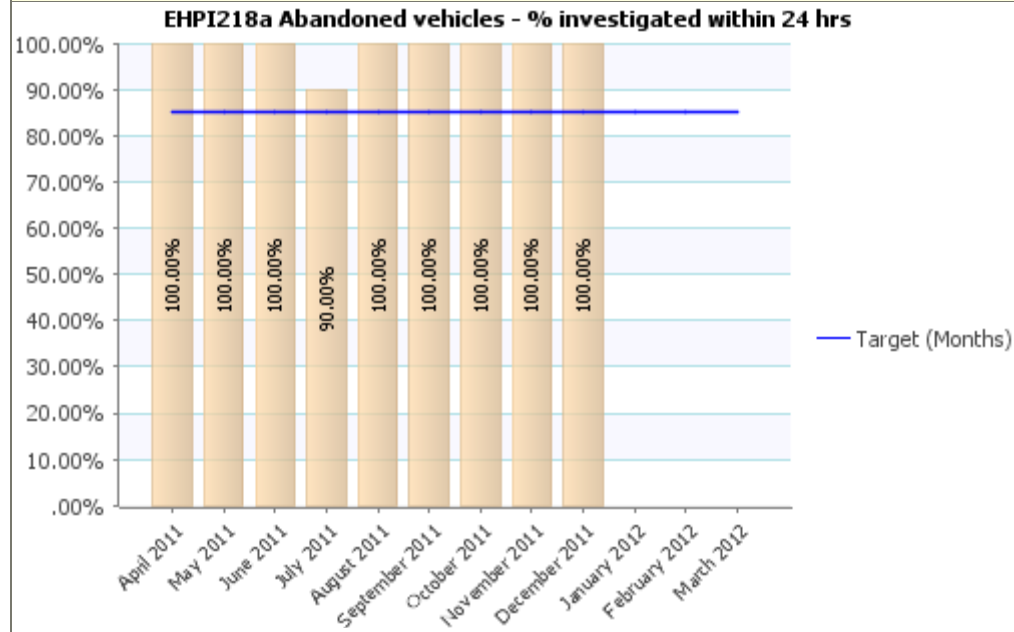


Traffic Light Green
Description Pride in East Herts

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	85.00%		14 apparently abandoned vehicles were inspected within 24hrs of being reported.	None

Trend Chart



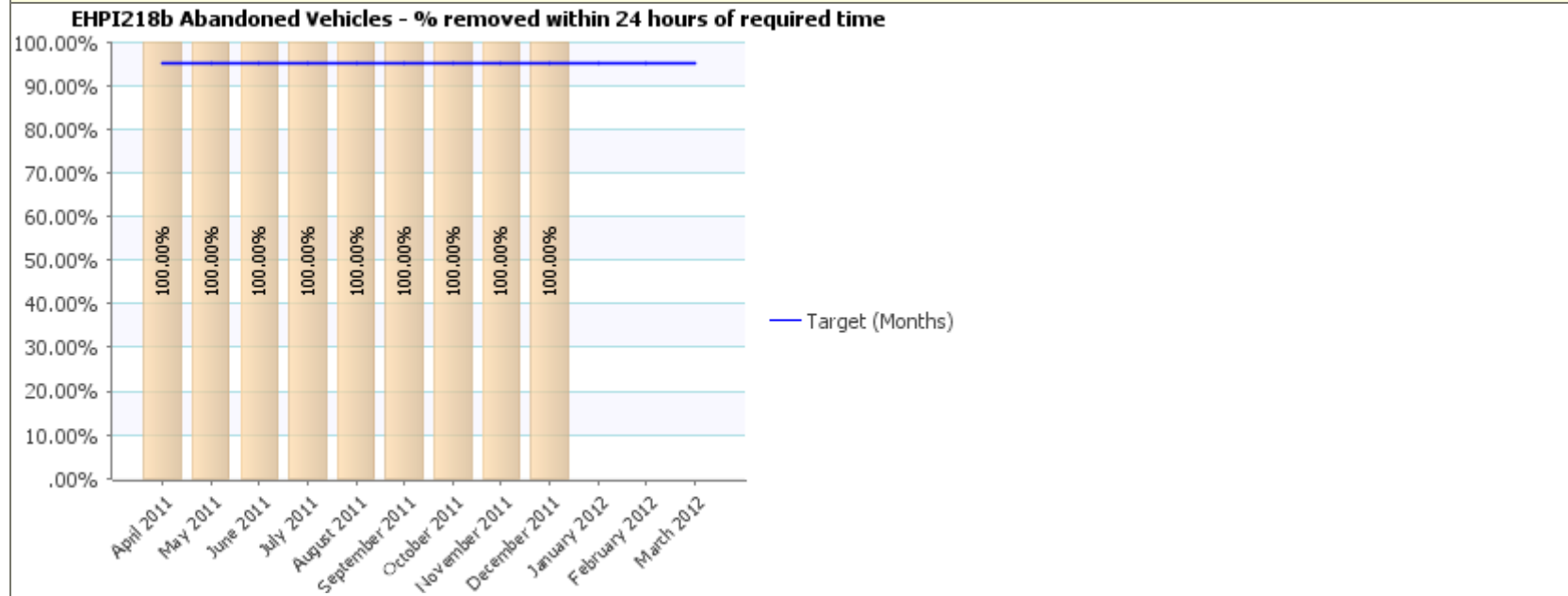
Performance Gauge



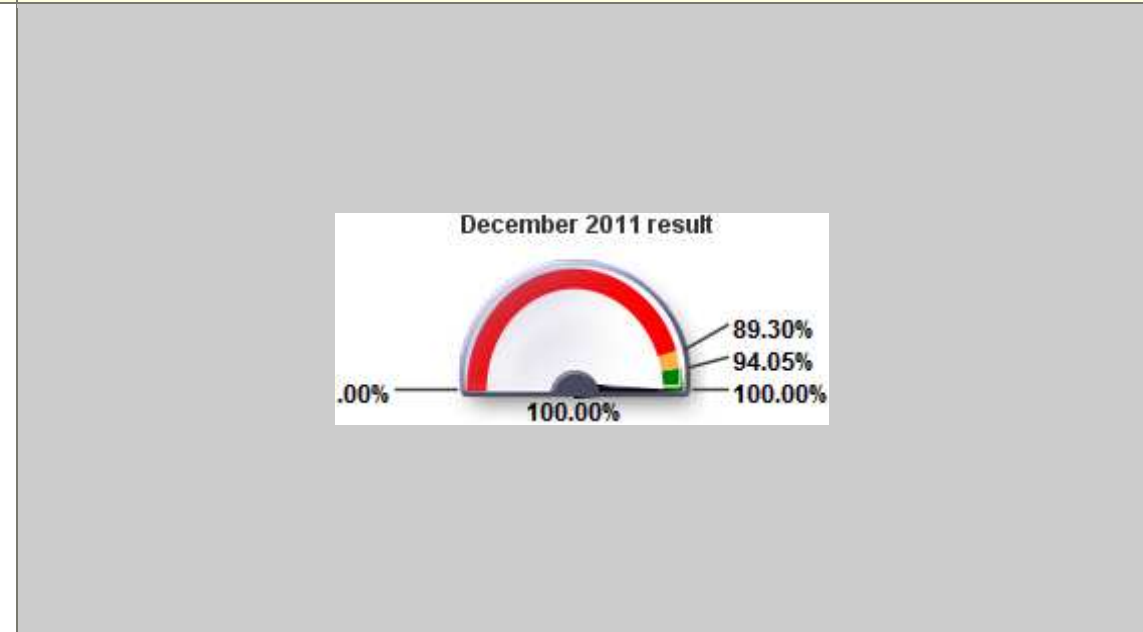
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHP1218b	Abandoned Vehicles - % removed within 24 hours of required time	✔	100.00%	95.00%	▬	3 vehicles removed this month within 2 days, 100 exceeding the target	None

Trend Chart



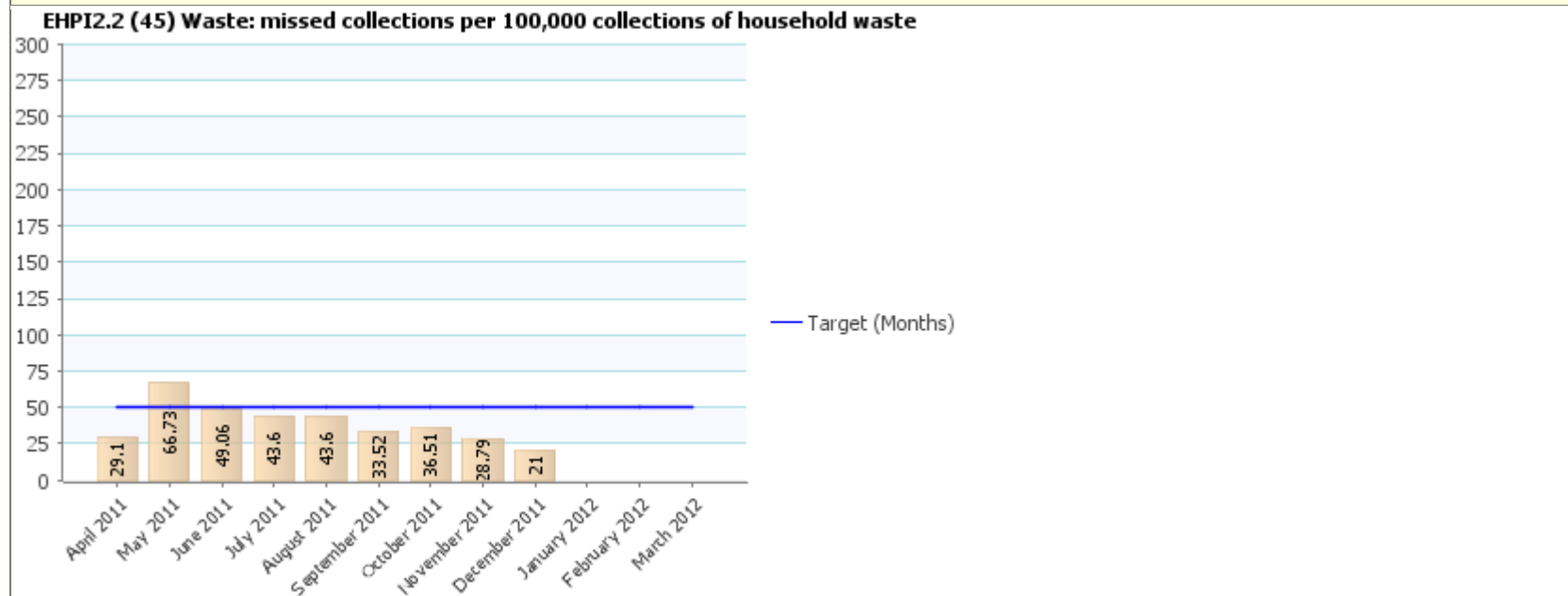
Performance Gauge



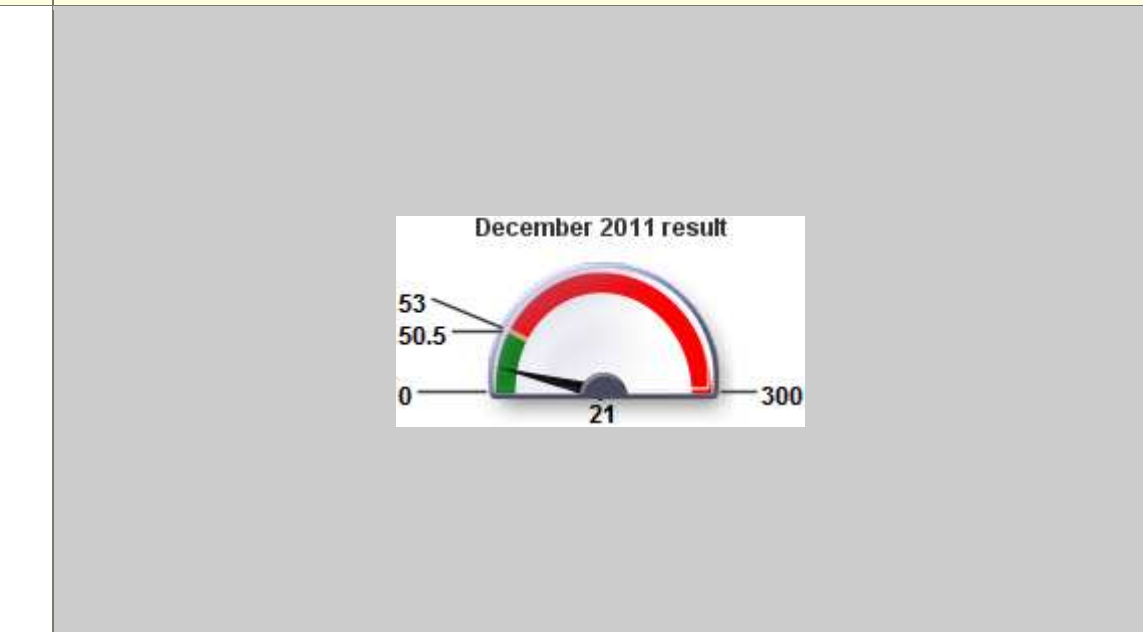
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste	✔	21	50	↑	Best performance since Veolia contract started in May.	None

Trend Chart



Performance Gauge

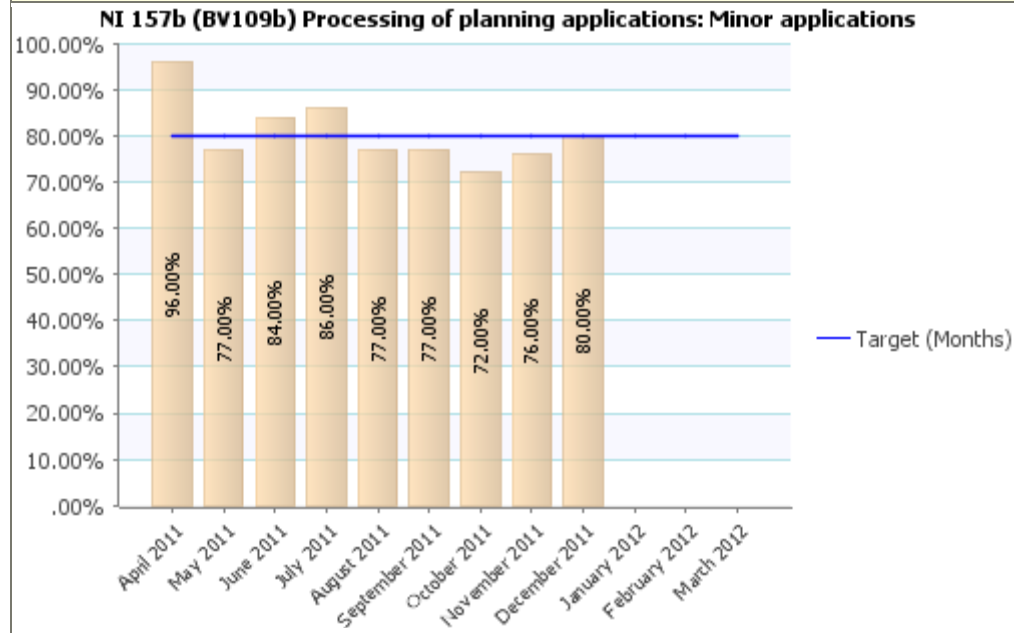


Traffic Light Green
Description Shaping now, shaping the future

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		80.00%	80.00%		Performance is on target.	None

Trend Chart



Performance Gauge

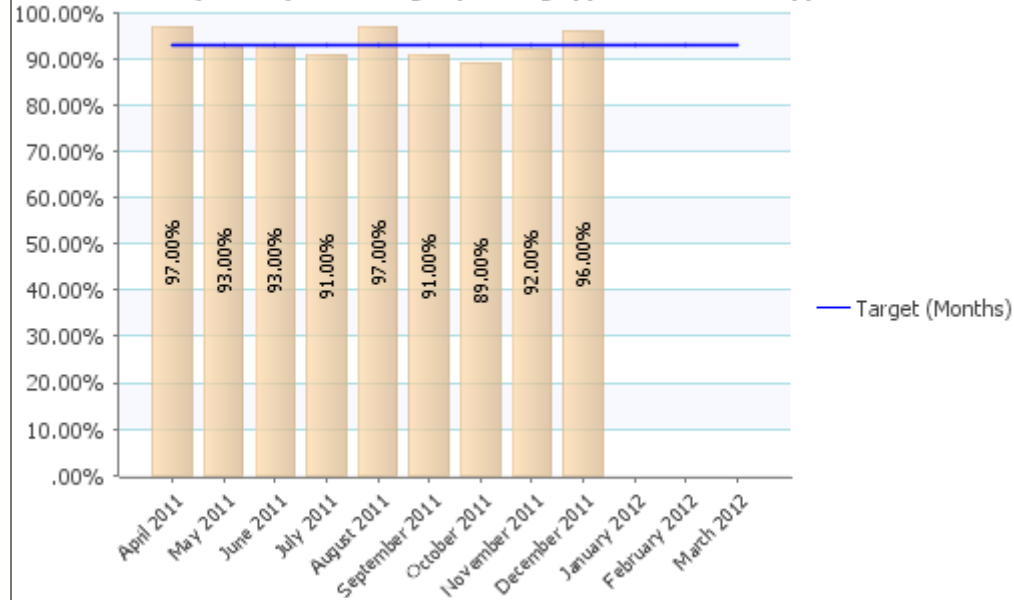


Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
NI 157c (BV109c)	Processing of planning applications: Other applications	✓	96.00%	93.00%	↑	Performance is exceeding target.	None

Trend Chart

NI 157c (BV109c) Processing of planning applications: Other applications



Performance Gauge

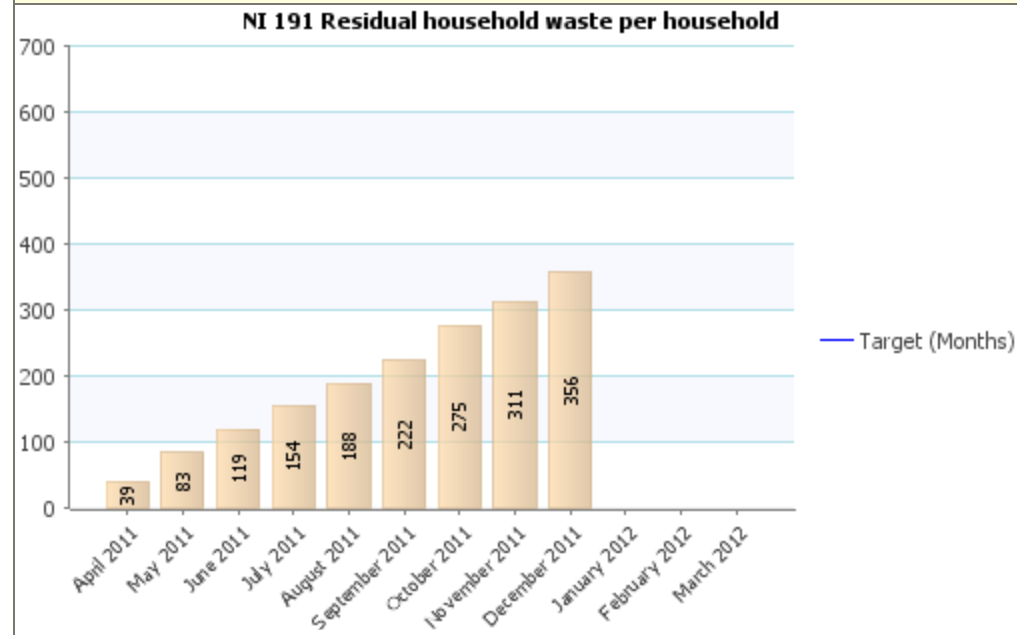


Traffic Light Unknown
Description Pride in East Herts

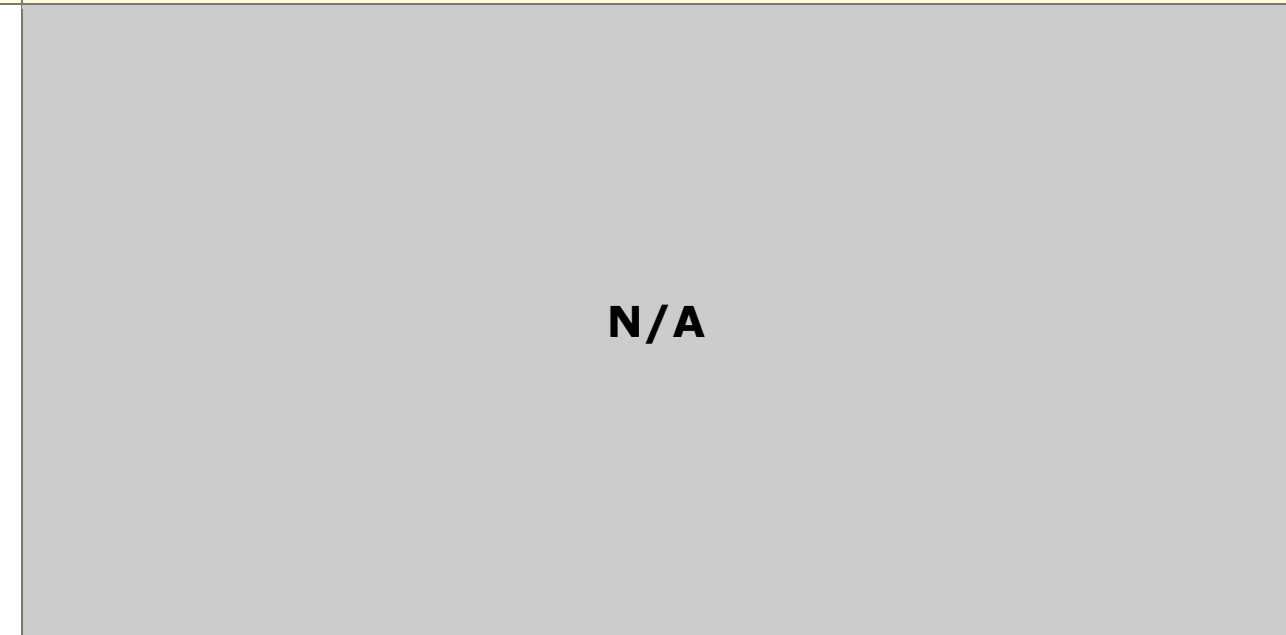
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
NI 191	Residual household waste per household	?	356		↓	Waste levels are marginally above expected levels.	None

Trend Chart



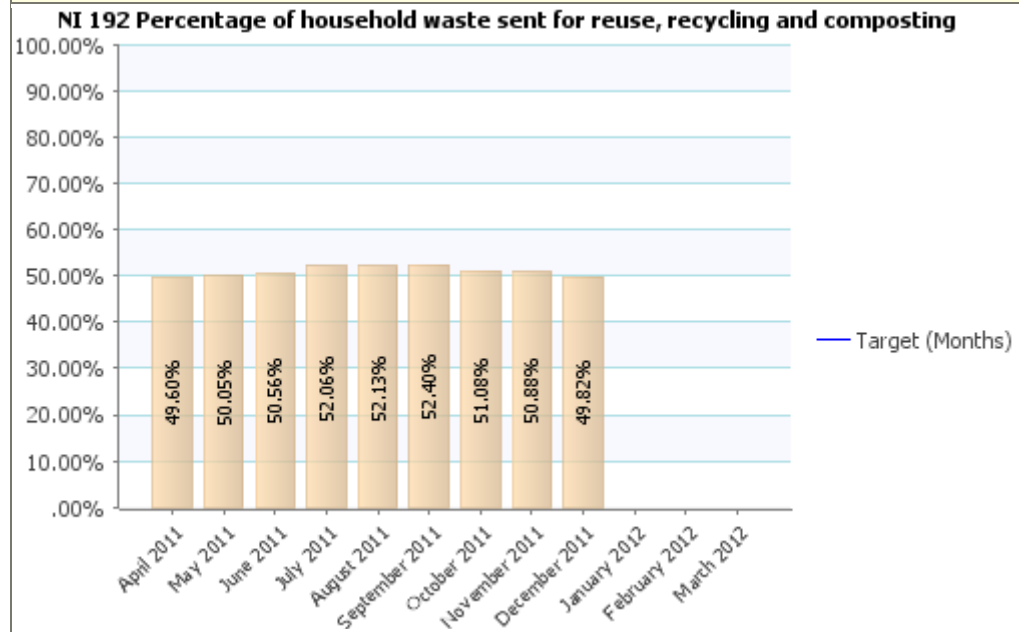
Performance Gauge



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 15 th November 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		49.82%			Due to lower gardening activity in the winter month's performance has fallen to just below expectancies for the first time since April.	None

Trend Chart



Performance Gauge

N/A

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