

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 26 JUNE 2012

ENVIRONMENT SCRUTINY HEALTHCHECK – JANUARY 2012 TO MARCH 2012 AND 2011/12 PERFORMANCE OUTTURNS

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

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 January 2012 to March 2012 and the relevant 2011/12 performance outturns..

<b>RECOMMENDATION FOR ENVIRONMENT SCRUTINY: that</b>	
<b>(A)</b>	<b>The reported performance for the period January 2012 to March 2012 be received;</b>
<b>(B)</b>	<b>The Outturns for 2011/12, as detailed in Essential Reference Paper C, be approved;</b>
<b>(C)</b>	<b>The 2013/14 target of 75% for EHPI 90b – Satisfaction with waste recycling, be approved; and</b>
<b>(D)</b>	<b>The Executive be advised of any further recommendations.</b>

---

1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period January 2012 to March 2012. In addition it also includes the 2011/12 performance outturns that relate to this Committee.

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 March 2012 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2011/12 detailed in **Essential Reference Paper 'C'**



1.4 All Councillors have access to Covalent (the Council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the covalent system if required.

1.5 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference paper B has been sorted by status e.g. all performance in 'red' are listed first etc.

**Essential Reference Paper 'C'** Shows the 2011/12 annual outturns for performance indicators specific to Environment Scrutiny.

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

### Pride in East Herts

#### Performance analysis

## 2.1 **NI 191 – Residual household waste per household.** Waste arisings

in March 2012, which was a 5 week month, were the highest monthly amount this year. No monthly targets are set for this indicator and it is a minimising indicator. The reported outturn for the year was 474kg which exceeded the 2011/12 annual target of 459kg by 3% .

- 2.2 **NI 192 – Percentage of household waste sent for reuse, recycling and composting.** Performance dipped slightly in March, primarily due to the highest monthly level of waste disposed of this year. No monthly targets are set for this indicator. The reported outturn for the year was that 48.35% of household waste collected was sent for reuse, recycling or composting which fell slightly short of the 50% target for 2011/12.
- 2.3 Performance for the following indicators were 'Green', which means that targets were either being met or exceeded for March 2012. They were:
- EHPI 218a – Abandoned Vehicles – % investigated within 24 hours
  - EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time

Please refer to **Essential Reference Paper 'B'** for full details.

### **Fit for purpose**

#### **Performance analysis**

- 2.4 **EHPI 6.8 – Turnaround of pre NTO PCN challenges.** Performance was 'Red' for March 2012. The introduction of the Council's largest residents' permit parking scheme to date has resulted in high call volumes and additional administrative work. The new parking IT system has also taken a short time to settle down. As a result, team capacity was challenged but turnaround is currently improving. The service has continued to meet statutory deadlines on formal representations. The end of year outturn target for 2011/12 was not met achieving 20 days against a target of 14 days. Going forward the target remains the same as performance is expected to return to previous levels.
- 2.5 The following indicator was 'Green', meaning that target was either met or exceeded for March 2012. It was:
- EHPI 6.9 – Turnaround of NTO Representations

Please refer to **Essential Reference Paper 'B'** for full details.

## **Shaping now, shaping the future**

### **Performance analysis**

- 2.6 **NI 157c – Processing of planning applications: Other applications.** Performance was 'Amber' for March 2012. The target was not achieved, although performance had improved compared to February 2012 when it was 'Red'. In March 2012, 15 decisions were made beyond the target timescale, but of these seven were reported to the Development Control Committee either because of referral requests or because they were proposals that were contrary to policy. Of the remaining eight decisions the reasons for delay were varying, but included the need for amended proposals to be supplied and be consulted upon and, in two cases, for legal advice to be sought. The end of year performance outturn for 2011/12 was just below target achieving 92% against a target of 93%, however performance is still exceeding the national target. Going forward the target has been reduced slightly but still remains above the national target.
- 2.7 Members are reminded that **EHPI 2.1b – Enforcement actions: planning b) formal actions** and **EHPI 2.1c – Enforcement actions: planning c) prosecutions** have been discontinued and have been replaced with the indicators listed below. Data collection for the new indicators started from April 2012 and therefore performance data will be presented in the next Environment Scrutiny Corporate Healthcheck report:
- EHPI 2.1d - Planning Enforcement: Initial Site Inspections.
  - EHPI 2.1e - Planning Enforcement: Service of formal Notices.
- 2.8 The following indicators were 'Green', meaning that targets were either met or exceeded for March 2012. They were:
- NI 157a – Processing of planning applications: 'Major' applications
  - NI157b – Processing of planning applications: 'Minor' applications
  - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste
  - EHPI 2.23 – Planning decisions delegated to officers
  - EHPI 204 – Planning appeals allowed

Please refer to **Essential Reference Paper 'B'** for full details.

## Unit Cost Indicators

2.9 2011/12 unit cost data for the following indicators are not currently available, as the outturns can only be calculated after the 2011/12 financial accounts have closed. The purpose of the unit cost indicators are to provide trend information on service cost, to enable Heads of Service to help manage service budgets effectively and drive out efficiencies. All unit cost outturns are reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised:

- EHPI 8.28 – Net cost of Development Control per application
- EHPI 8.30 – Net cost of Building Control per inspection
- EHPI 8.47 – Net cost of Street Cleaning per annual linear kilometres cleansed
- EHPI 8.48 – Net cost of Domestic Refuse Collection per the number of properties
- EHPI 8.49 – Net cost of Recycling per the number of collections per annum
- EHPI 86 – Cost of household waste collection

## PERFORMANCE INDICATORS WITH REVISED TARGETS

2.10 Since the 2011/12 Estimates and Targets report was presented to Executive on 6 March 2012, a number of services have requested to revise some annual targets. Below is a performance indicator relevant to Environment Scrutiny, where a target has been supplied:

- **EHPI 90b – Satisfaction with waste recycling** – The outturn for this indicator is 77% following the completion of the 2011/12 Residents' Survey. This performance shows a 9% improvement in satisfaction when comparison is made to the performance in 2009/10. The Council's objective is to ensure high satisfaction with the council; therefore it is proposed that the target for 2013/14 be retained at 75%.

## CONCLUSION

2.11 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2012 to March 2012 in **Essential Reference Paper 'B'** and the 2011/12 outturn position for all indicators listed in **Essential Reference Paper 'C'**

- Agree the recommendations at the start of this report.

### 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'** (Page xxx).

#### Background Papers:

- 2011/12 Estimates and Future Targets Report – Executive 6 March 2012.
- April 2011 – June 2011 Environment Scrutiny Corporate Healthcheck report – Environment Scrutiny 13 September 2011.
- July 2011 – August 2011 Environment Scrutiny Corporate Healthcheck report – Environment Scrutiny 15 November 2011.
- September 2011 – December 2011 Environment Scrutiny Corporate Healthcheck report – Environment Scrutiny 13 March 2012.

Should members require any guidance notes or Performance Indicator definitions please contact a member of the Performance team in the contacts listed below.

#### Contact member:

Cllr Anthony Jackson, Leader of the council

#### Contact Officer:

Simon Chancellor – Head of Finance and Performance  
Contact Tel Ext No 2050  
[Simon.chancellor@eastherts.gov.uk](mailto:Simon.chancellor@eastherts.gov.uk)

#### Report Author:

Karl Chui – Performance Monitoring Officer  
Contact Tel Ext No 2243  
[karl.chui@eastherts.gov.uk](mailto:karl.chui@eastherts.gov.uk)