



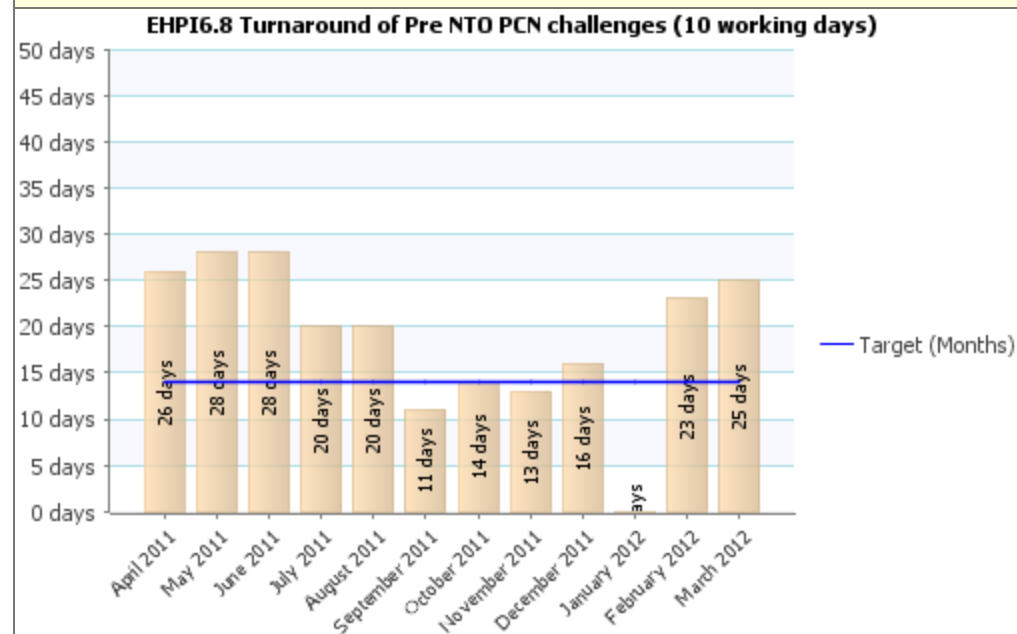
Environment Scrutiny January 2012 to March 2012 Corporate Healthcheck 2011/12

Traffic Light Red
Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		25 days	14 days		The introduction of the Council's largest residents' permit parking scheme 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 productivity was reduced but is now returning to previous levels of performance. The service has continued to meet statutory deadlines on formal representations.	None

Trend Chart





Performance Gauge

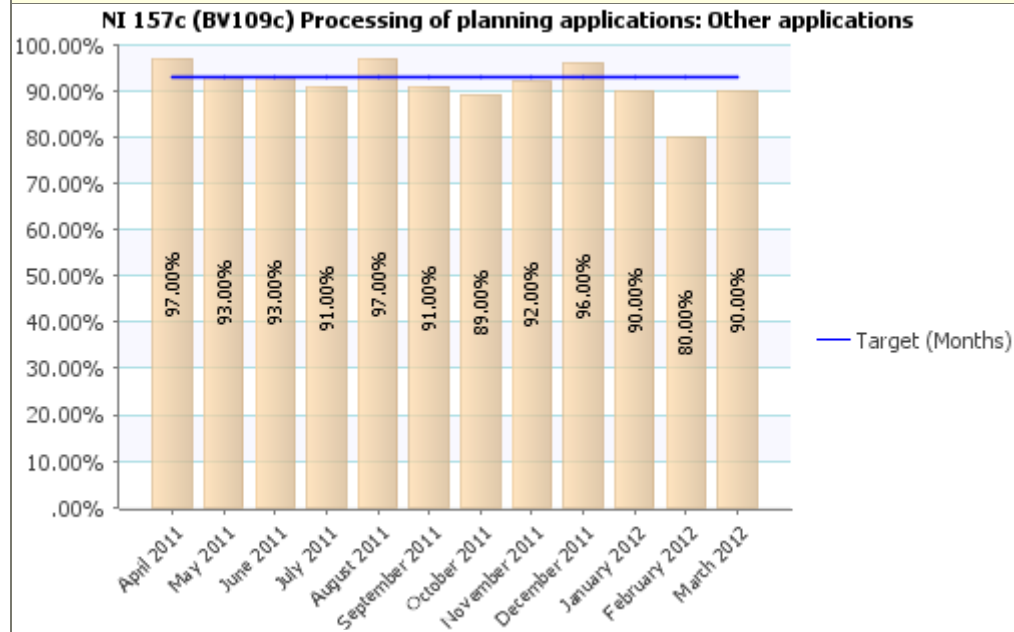


Traffic Light Amber
Description Place

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
NI 157c (BV109c)	Processing of planning applications: Other applications		90.00%	93.00%		Target not achieved. 15 decisions were made beyond the target timescale, but of these 7 were reported to the DC committee either because of referral requests or because they were proposals that were contrary to policy. Of the remaining 8 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.	None

Trend Chart



Performance Gauge

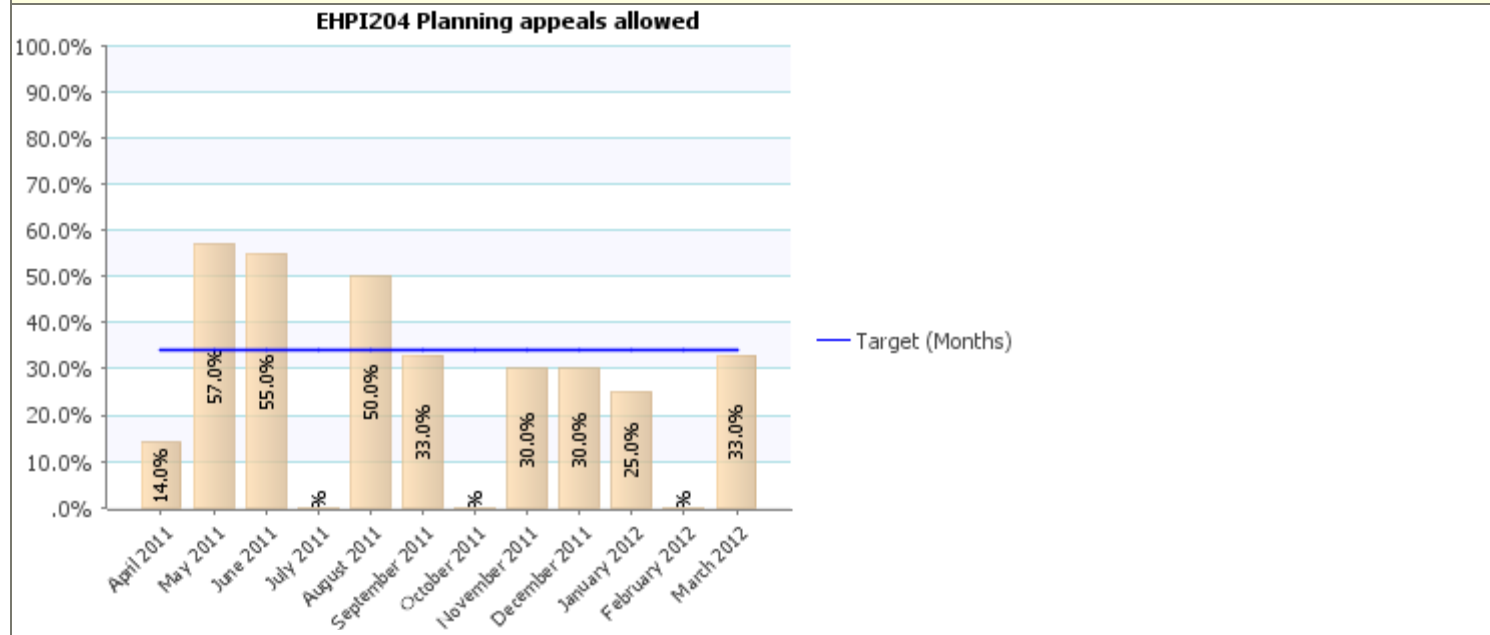


Traffic Light Green
Description Caring about what's built (and) where

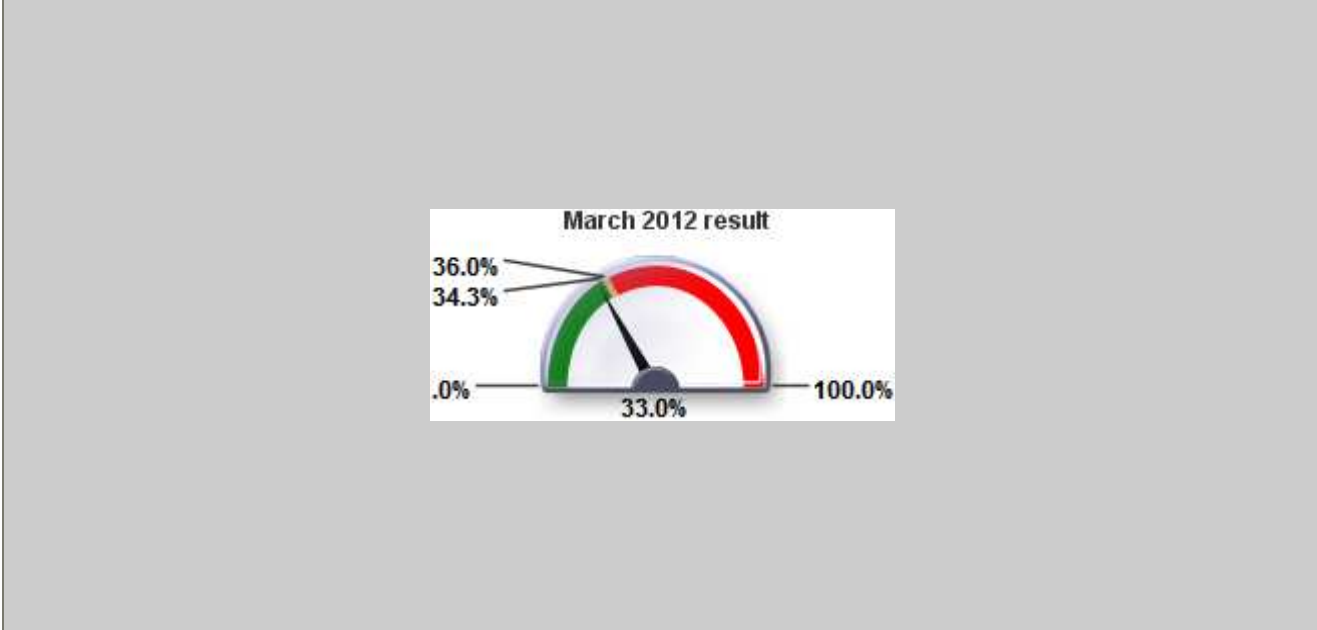
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHPI204	Planning appeals allowed		33.0%	34.0%		Performance on target.	None

Trend Chart



Performance Gauge

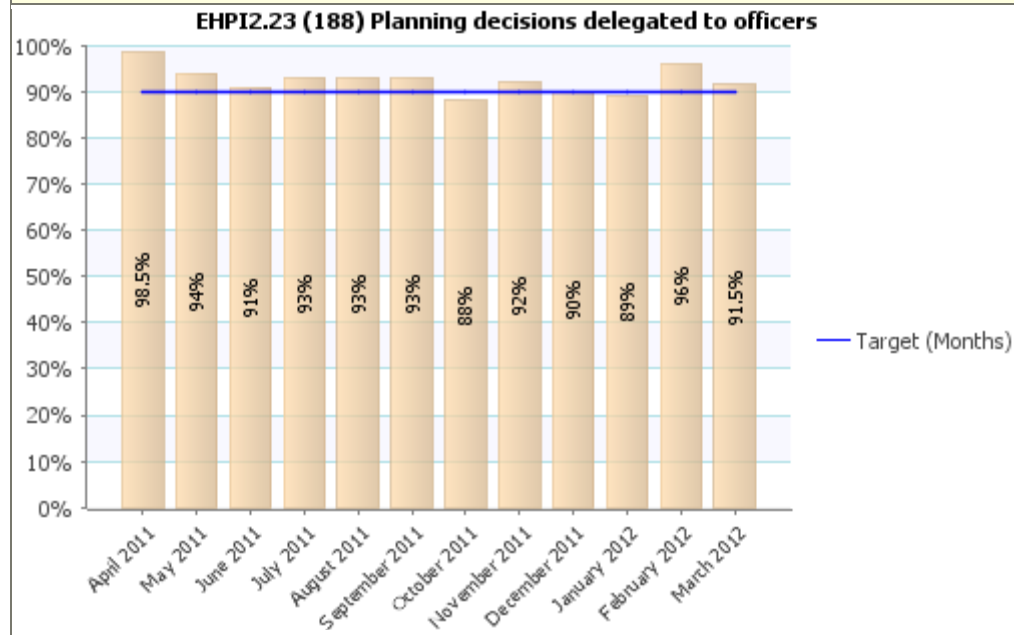


Traffic Light Green
Description Caring about what's built (and) where; Place

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHP12.23 (188)	Planning decisions delegated to officers		91.5%	90%		15 out of 177 decision decided by committee.	None

Trend Chart



Performance Gauge

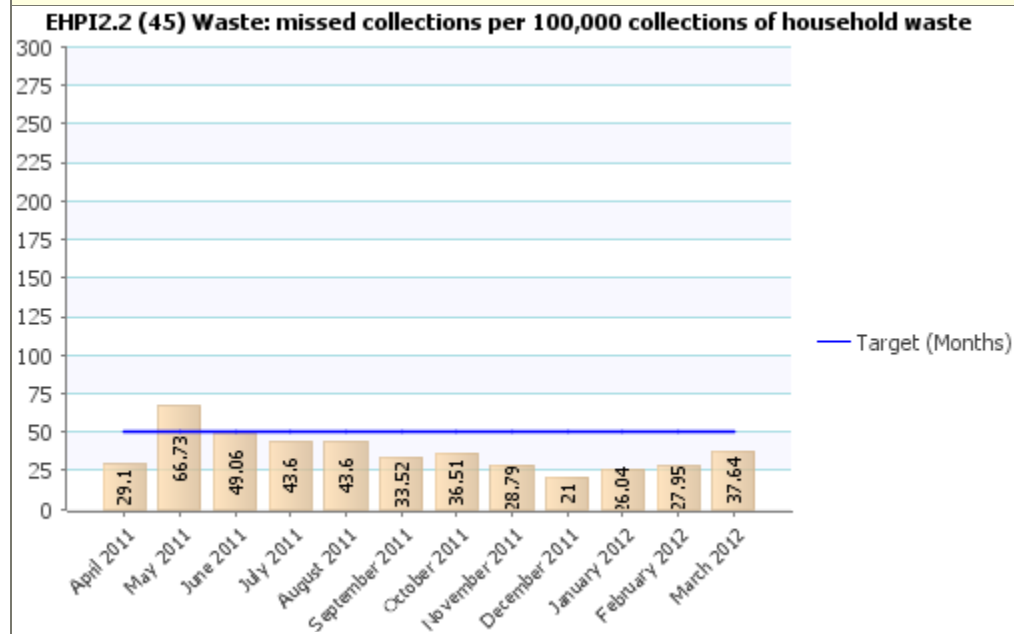


Traffic Light Green
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		37.64	50		Performance was not as good in March as in previous months due to rescheduling of some rounds to form a separate trade/communal/weekly collections round. Nonetheless the performance continues to be much better than targeted.	None

Trend Chart

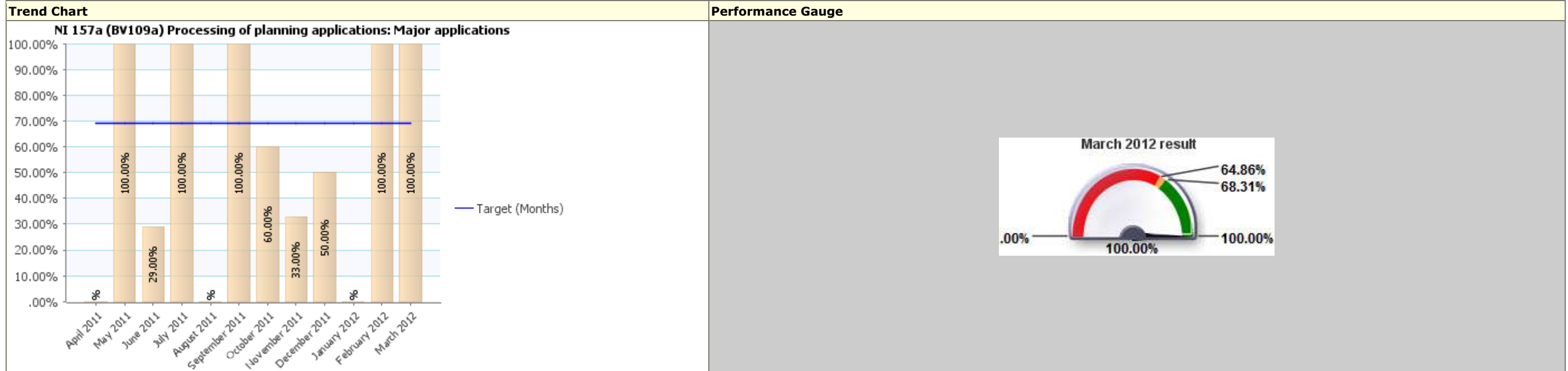


Performance Gauge



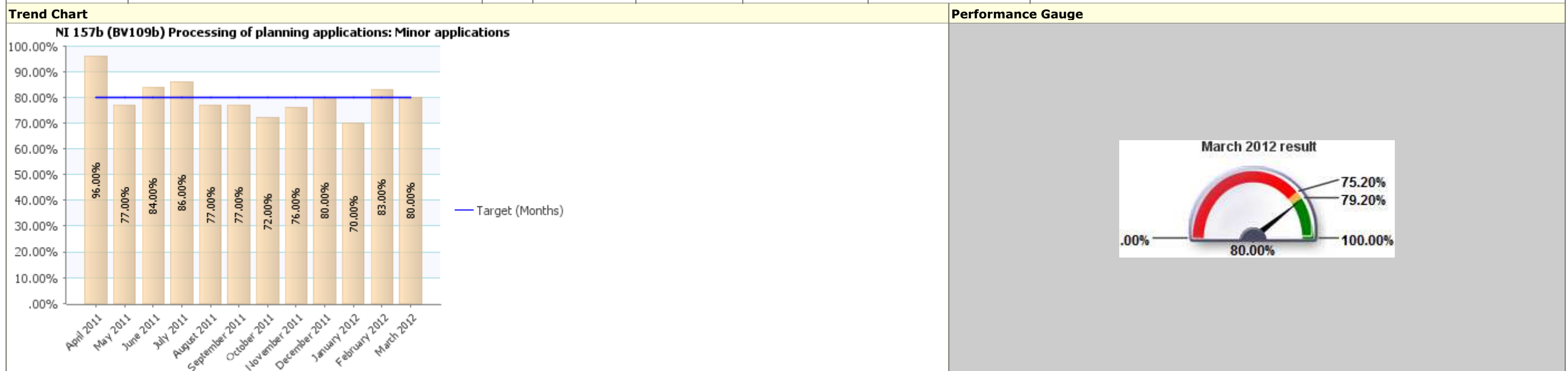
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
NI 157a (BV109a)	Processing of planning applications: Major applications		100.00%	69.00%		Performance exceeding target	The Chief Executive and Director of Customer and Community advised Performance had been 'Red' for December 2011 due to the decision making timescale taking longer on three applications as they required the completion of Section 106 legal agreements.



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
NI 157b (BV109b)	Processing of planning applications: Minor applications		80.00%	80.00%		Performance on target.	None

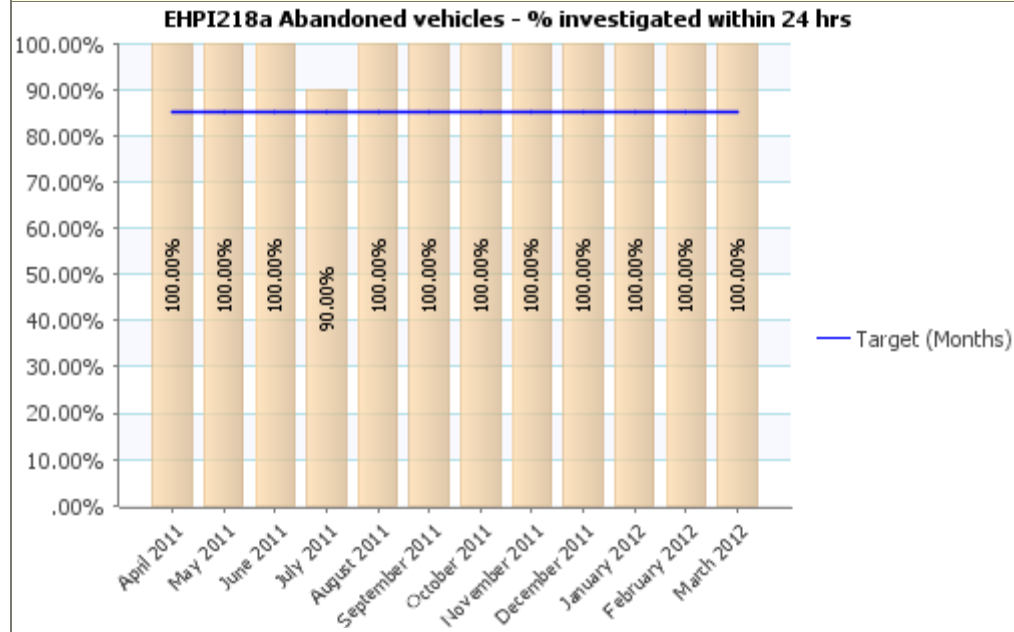


Traffic Light Green
Description Pride in East Herts; Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	85.00%		All vehicles reported as apparently abandoned were inspected within 24 hours of receipt of report.	None

Trend Chart



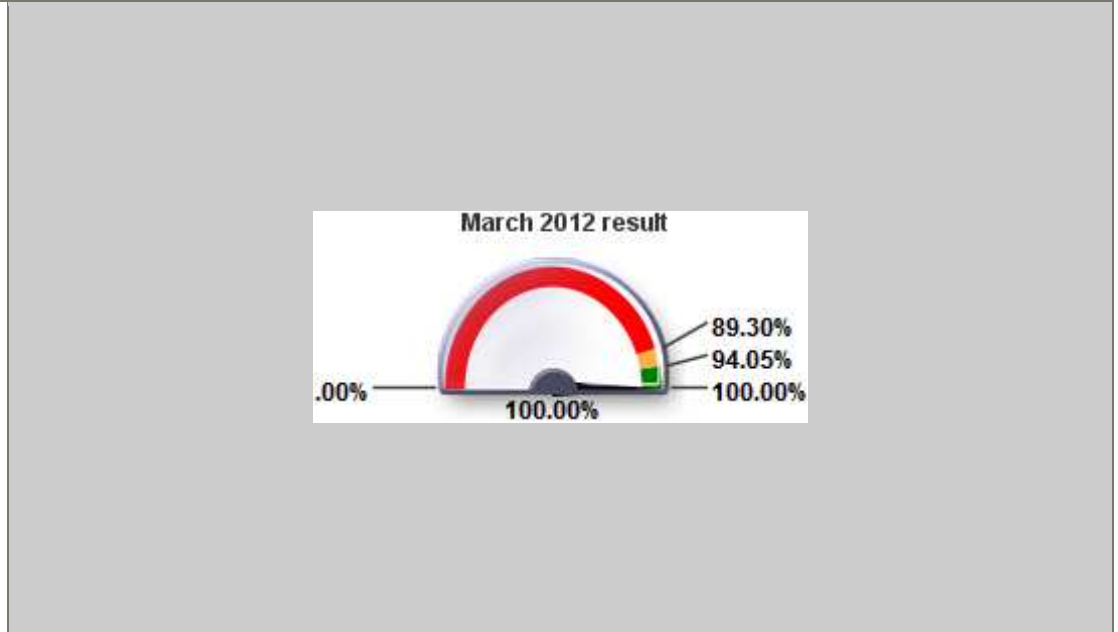
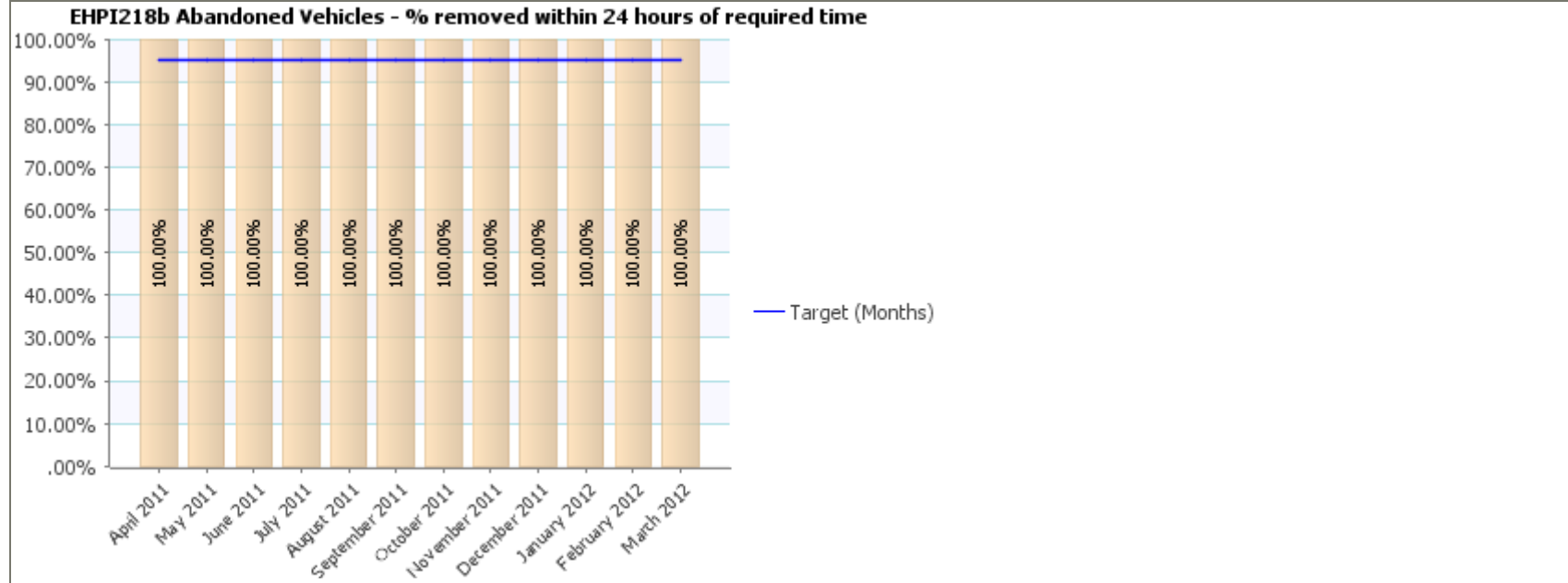
Performance Gauge



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		No vehicles required removal in March.	None

Trend Chart **Performance Gauge**

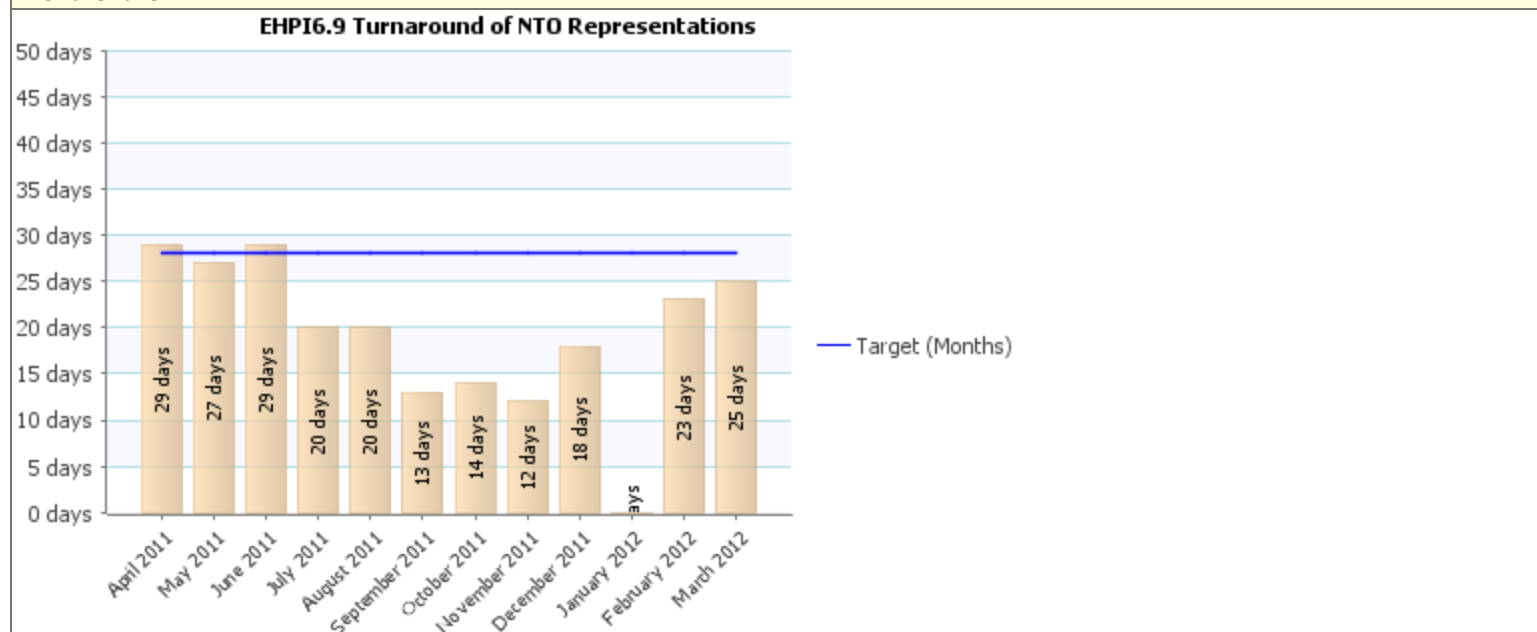


Traffic Light Green
Description Prosperity

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHP16.9	Turnaround of NTO Representations		25 days	28 days		Performance on target.	None

Trend Chart



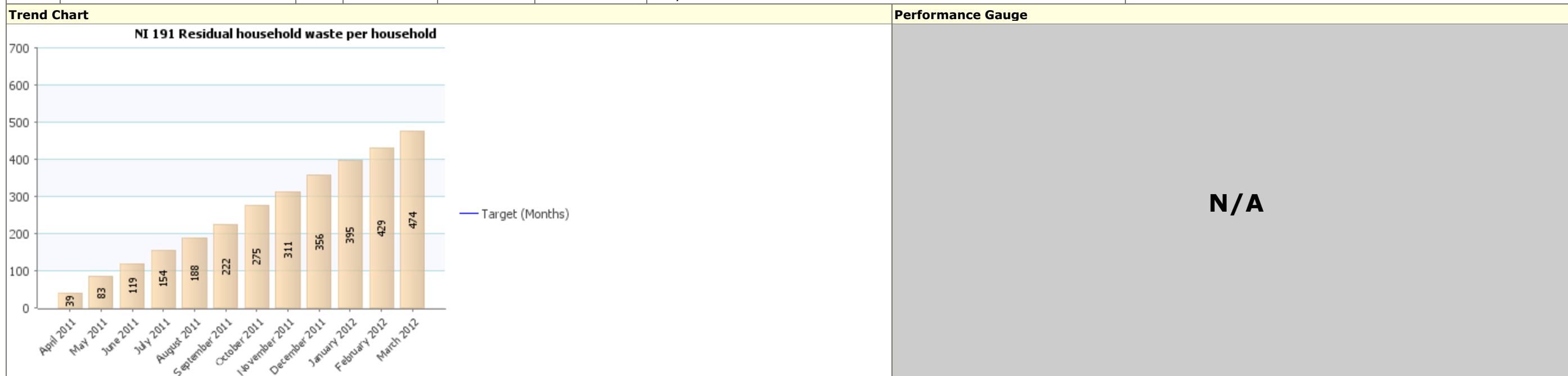
Performance Gauge



Traffic Light Unknown
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
NI 191	Residual household waste per household	?	474		↓	Waste arisings in March, a 5 week month, were the highest monthly amount this year.	None



Environment Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.																										
NI 192	Percentage of household waste sent for reuse, recycling and composting	?	48.35%		↓	Performance dipped slightly in March, primarily due to the highest monthly level of waste disposed of this year.	None																										
Trend Chart						Performance Gauge																											
<p>NI 192 Percentage of household waste sent for reuse, recycling and composting</p> <table border="1"> <caption>NI 192 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>49.60%</td></tr> <tr><td>May 2011</td><td>50.05%</td></tr> <tr><td>June 2011</td><td>50.56%</td></tr> <tr><td>July 2011</td><td>52.06%</td></tr> <tr><td>August 2011</td><td>52.13%</td></tr> <tr><td>September 2011</td><td>52.40%</td></tr> <tr><td>October 2011</td><td>51.08%</td></tr> <tr><td>November 2011</td><td>50.88%</td></tr> <tr><td>December 2011</td><td>49.82%</td></tr> <tr><td>January 2012</td><td>49.44%</td></tr> <tr><td>February 2012</td><td>48.74%</td></tr> <tr><td>March 2012</td><td>48.35%</td></tr> </tbody> </table>						Month	Value (%)	April 2011	49.60%	May 2011	50.05%	June 2011	50.56%	July 2011	52.06%	August 2011	52.13%	September 2011	52.40%	October 2011	51.08%	November 2011	50.88%	December 2011	49.82%	January 2012	49.44%	February 2012	48.74%	March 2012	48.35%	N/A	
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PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	?			?	Currently no performance data. Data will be available in the next report.	None
Trend Chart						Performance Gauge	
<p>EHPI 2.1d Planning Enforcement: Initial Site Inspections</p>						N/A	

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th March 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices	?			?	Currently no performance data. Data will be available in the next report.	None
Trend Chart						Performance Gauge	
<p>EHPI 2.1e Planning Enforcement: Service of formal Notices</p> <p>100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% 20.00% 10.00% .00%</p> <p>April 2011 May 2011 June 2011 July 2011 August 2011 September 2011 October 2011 November 2011 December 2011 January 2012 February 2012 March 2012</p> <p>● Target (Months)</p>						<p>N/A</p>	

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