

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY – 11 JUNE 2013

LEADER OF THE COUNCIL AND THE CHIEF EXECUTIVE AND
DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2012/13 SERVICE PLANS – END OF YEAR MONITORING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of the council's achievements against its priorities for 2012/13 at **Essential Reference Paper "B"** and details those service plan actions that are outstanding at **Essential Reference Paper "Ci"**. This report also monitors the outstanding 20 service plan actions from 2011/12, which are detailed in **Essential Reference Paper "D"**.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY: That:

(A)	The progress against the council's priorities and the status of the outstanding actions detailed against 2012/13 Service Plan actions and 2011/12 Service Plan actions be received; and
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(B)	The Executive be advised of any recommendations.
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1.0 Background

- 1.1 The 2012/13 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 14 February 2012 and approved by the Executive at its meeting on 6 March 2012.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either on target, have a revised completion date, been suspended or deleted. The Committee received the six monthly progress report in November 2012.
- 1.3 This report covers the period 1 October 2012 to 31 March 2013 for the following services:

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

1.4 In addition, four actions from the 2011/12 Environment Services Service Plan had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.

2.0 Report

2012/13 Analysis

2.1 In total, there are 30 actions in the 2012/13 Service Plans, of which:

	Status at the 6 monthly report (reported October - November 2012)	Status at the twelve month stage – end of year report
Have already been achieved	13% (4)	63% (19)
Are on target	60% (18)	7% (2)
Have had their completion dates revised	13% (4)	13% (4)
Have been suspended	3% (1)	7% (2)
Have been deleted	10% (3)	10% (3)

2.2 In summary:

- 63% of actions have been achieved - with most supporting the 'Place' priority.
- The majority of the actions with a revised completion date support the 'Prosperity' priority.

- All four actions that have been given a revised completion date, have been revised for the first time.
- The three actions that have been deleted were deleted during the period 1 April 2012 - 30 September 2012.
- Analysis of performance by corporate priority shows:
 - **People** - there is only one action that supports this priority and it is achieved.
 - **Place** - 86% of actions have been achieved (12 out of 14); 14% of the actions have been deleted (two out of 14);
 - **Prosperity** - 40% of actions have been achieved (six out of 15); 27% of the actions have a revised completion date (four out of 15); 13% of the actions are on target (two out of 15); 7% of the actions have been deleted (one out of 15) and 13% of the actions have been suspended (two out of 15)

2011/12 Analysis

2.3 In total, there are 4 actions from the 2011/12 Environment Service Plan which were still outstanding, of which:

	Status at the 6 monthly report (reported October - November 2012)	Status at the twelve month stage – end of year report
Are on target	-	50% (2)
Have had their completion dates revised	50% (2)	-
Have been suspended	25% (1)	25% (1)
Have been deleted	25% (1)	25% (1)

2.4 An overview of all council achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper “B”**.

2.5 **Essential Reference Paper “Ci”** details 2012/13 Service Plan actions that are either on target, off target, have a revised

completion date, or been suspended. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council's performance management system, Covalent (www.covalentcpm.com/eastherts).

- 2.6 **Essential Reference Paper "Cii"** provides a graphical overview of the 30 action statuses by corporate priority for 2012/13.
- 2.7 **Essential Reference Paper "D"** details all the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.
- 2.8 2011/12 and 2012/13 actions that are still active will be reported as part of the 2013/14 service plan monitoring reports.
- 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

2012/13 Service Plans report to Executive on 6 March 2012.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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