

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 12 NOVEMBER 2013

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

ENVIRONMENT SCRUTINY HEALTHCHECK – AUGUST 2013 TO SEPTEMBER 2013

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 2013 to September 2013.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY:	
That	
(A)	the reported performance for the period August 2013 to September 2013 be received;
(B)	the Executive be advised of any further recommendations; and
(C)	to provide feedback on the Dashboard module detailed in Essential Reference Paper “D”. (Paragraph 2.8)

1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny’s terms of reference covering the period August 2013 to September 2013.

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 2013 presented in detail (the most up to date available) with previous months summarised in a trend chart.



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

1.5 The performance team is currently trialling a new module on the Council’s performance management system Covalent called ‘Dashboards’. Dashboard that provides visual representation of performance level for Environment Scrutiny through Performance Indicator (PI) summaries and simple at-a-glance charts. The new module will come as an additional cost should the Council decide to adopt this module following feedback. Members are asked to comment on whether you find this additional reference paper useful or add any value in supporting this committee.

1.6 **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 indicators that are ‘red’ are listed first etc.
Essential Reference Paper ‘C’ Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.
Essential Reference Paper ‘D’ Provides a dashboard view of all performance indicators relating to Environment Scrutiny Committee (please refer to paragraph 2.7 for more information).

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 191 – Residual household waste per household.** Waste levels for the first half of the year are at the same level as last year, so the expectancy of a reduction may not be fulfilled.
- 2.2 **EHPI 192 - Percentage of household waste sent for reuse, recycling and composting.** Cumulative performance is lower in September and slightly below the half year level when compared to the same period in 2012/13. The primary variant being a 3% reduction in dry recycling.
- 2.3 **EHPI 2.1e - Planning Enforcement: Service of formal Notices.** No notices were served in September 2013, so there is no status to report for this indicator for this month.
- 2.4 The following indicators were 'Green', meaning that the targets were either met or exceeded for September 2013. They were:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.
 - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste
 - EHPI 2.23 – Planning decisions delegated to officers
 - EHPI 2.4 – Fly-tips: Removal
 - EHPI 218a – Abandoned Vehicles – % investigated within 24 hours.
 - EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time.
 - EHPI 157a - Processing of planning applications: 'Major' applications.
 - EHPI 157b – Processing of planning applications: 'Minor' applications.
 - EHPI 157c – Processing of planning applications: Other applications.
- 2.5 However, despite meeting the target for September 2013 the following indicators showed a declining trend when performance was compared to the previous month:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.

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

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

Prosperity

Performance analysis

- 2.6 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for September 2013. They were:
- EHPI 6.8 – Turnaround of pre NTO PCN challenges
 - EHPI 6.9 – Turnaround of NTO Representations
- 2.7 Both measures showed an improving trend when performance was compared to the previous month.

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

Dashboards Module - Covalent

- 2.8 The performance team is currently trialling a new module on the Council’s performance management system Covalent called ‘Dashboards’. Dashboards provide a visual representation of performance through performance indicator summaries and simple at-a-glance charts. The new module will come as an additional cost should the Council decide to adopt it following member and officer consultation. Members are asked to comment on whether they find this additional reference paper - **Essential Reference Paper “D”** - useful to support the overall evaluation of the module. Please note analysis in this paper for EHPI 191 – Residual household waste per household and EHPI 192 - Percentage of household waste sent for reuse, recycling and composting is based on the latest available data on the system, which is August.

CONCLUSION

- 2.9 In conclusion Members are asked to:
- Note the performance indicator analysis for the period August 2013 to September 2013 in **Essential Reference Paper ‘B’**
 - 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'** .

Background Papers:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013.
- 2012/13 Performance Outturns – Executive 4 June 2013.

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