

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 25 FEBRUARY 2014

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

ENVIRONMENT SCRUTINY HEALTHCHECK – OCTOBER 2013 TO DECEMBER 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 October 2013 to December 2013.

**RECOMMENDATION FOR ENVIRONMENT SCRUTINY:**

**That:**

**(A) The reported performance for the period October 2013 to December 2013 be received.**

**(B) The Executive be advised of any further recommendations.**

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1.0 Background

1.1 This is a performance report relevant to Environment Scrutiny Committee's terms of reference covering the period October 2013 to December 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 December 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 **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.

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 157b – Processing of planning applications: ‘Minor’ applications.** Performance was ‘Red’ for December 2013 and shows a declining trend when compared to the previous period. 17 of a total of 25 decisions were made within the target time period. The eight applications for which decisions were made outside the timescale raised a number of issues which required considerable investigation and further information to be gathered before a decision could be made. However, this further work enabled an approval to be given in seven of these eight cases. It is estimated that the end of year

performance will exceed the end of year target.

- 2.2 **EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.** Performance was 'Red' for December 2013 but shows an improving trend when compared to the previous period. Missed collections reduced in December as crews became more familiar with their new routes. Waste Services continue to work with Veolia to reduce the level further. Missed collections have been unusually high from the November period due to the implementation of SPARC which has meant changes to most residents' collection days in order to maximise service efficiency and cost. It is estimated that the end of year performance will meet the end of year target.
- 2.3 **EHPI 218b – Abandoned Vehicles – % removed within 24 hours of required time.** Performance was 'Red' for December 2013 and shows a declining trend when compared to the previous period. One of the three vehicles removed this month was from a private car park and it was necessary to cut the handbrake cable to move the vehicle. The landowners request was required before this was done which delayed removal by a day. It has been proposed that this indicator will cease being monitored after 31 March 2014.
- 2.4 **EHPI 191 – Residual household waste per household.** Waste sent for disposal per household in April to December 2013 was 5kg lower than the same period in April to December 2012 (346kg in December 2012 and 341kg in December 2013) Overall for the first three quarters waste is 209 tonne or 1% lower than last year. It is estimated that the end of year performance will not meet the end of year expectancy.
- 2.5 **EHPI 192 - Percentage of household waste sent for reuse, recycling and composting.** Dry recycling tonnage in December was up on December 2012 as was composting. Year to date performance is 0.69% points better than at this stage last year. It is estimated that the end of year performance will not meet the end of year expectancy.
- 2.6 **EHPI 2.1e - Planning Enforcement: Service of formal Notices.** No notices were served in December 2013, so there is no status to report for this indicator for this month. It is estimated that the end of year performance will exceed the end of year target.
- 2.7 The following indicators were 'Green', meaning that the targets were either met or exceeded for December 2013. They were:
- EHPI 2.1d – Planning Enforcement: Initial Site Inspections.

- EHPI 2.23 – Planning decisions delegated to officers
- EHPI 2.4 – Fly-tips: Removal
- EHPI 218a – Abandoned Vehicles – % investigated within 24 hours.
- EHPI 157a - Processing of planning applications: ‘Major’ applications.
- EHPI 157c – Processing of planning applications: Other applications.

2.8 Although meeting the targets for December 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 2.4 – Fly-tips: Removal
- EHPI 191 – Residual household waste per household.
- EHPI 192 – Percentage of household waste sent for reuse, recycling and composting.

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

## **Prosperity**

### **Performance analysis**

2.9 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for December 2013. They were:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges
- EHPI 6.9 – Turnaround of NTO Representations

2.10 However despite meeting the target for December 2013 the following indicators showed a declining trend when performance was compared to the previous month:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges
- EHPI 6.9 – Turnaround of NTO Representations

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

## **CONCLUSION**

2.11 In conclusion Members are asked to:

- Note the performance indicator analysis for the period October 2013 to December 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'** (Page xxx).

#### 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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