

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 9 JUNE 2015

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

ENVIRONMENT SCRUTINY HEALTHCHECK – JANUARY 2015 TO MARCH 2015

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 2015 to March 2015 and the 2014/15 performance indicator outturns.
- Overall 10 out of the 14 Environment Scrutiny committee's basket of performance indicators are either on target or exceeding their targets as at March 2015/Quarter 4 for 2015. Only one performance indicator was off target, two performance indicators are trend only and one indicator did not have any performance data available to analyse.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY

That:

(A)	The reported performance for the period January 2015 to March 2015 and the 2014/15 performance indicator outturns be noted.
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(B)	The Executive be advised of any further recommendations.
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1.0 Background

1.1 The council uses performance indicators and targets to help monitor progress against key objectives, understand how it is impacting upon the lives of residents and help inform decisions about directing resources to areas of need. East Herts Council's performance management framework was reviewed by Members in 2013 to make it more streamlined and more closely aligned with the objectives and priorities set out in the Corporate Plan. In 2014/15 there were 63

performance indicators, of which 14 were monitored by Environment Scrutiny 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 2015 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2014/15 detailed in **Essential Reference Paper 'C'**.

1.3 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.

1.4 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly or quarterly 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' Shows the 2014/15 performance indicator outturns for performance indicators specific to Environment Scrutiny.
Essential Reference Paper 'D' Provides guidance notes and definitions for the performance indicators relating to Environment Scrutiny Committee.

2.0 Performance analysis

2.1 SHORT TERM TREND ANALYSIS

Table one shows movement in performance when compared to the last reporting period for the measures where there is a RAG status. Seven indicators are showing an improvement. One indicator has maintained the same level of performance and three indicators show a decline in performance. One indicator did not have any performance data to analyse (**EHPI 2.1e – Planning Enforcement: Service of formal notices**) as no notices were served in March 2015.

Table One:

Indicator and Current Performance (RAG)	Movement since last month
EHPI 157c – Processing of planning applications: Other applications.	Improved
EHPI 2.1d – Planning Enforcement: Initial Site Inspections.	Improved
EHPI 2.2 – Waste: missed collections per 100,000 collections of household.	Improved
EHPI 2.23 – Planning decisions delegated to officers	Improved
EHPI 2.5 – Total waste collected by the district (kg per household).	Improved
EHPI 6.8 – Turnaround of Pre NTO PCN challenges	Improved
EHPI 157b – Processing of planning applications: Minor applications.	Declined
EHPI 2.4 – Fly-tips: removal.	Declined
EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal.	Declined

EHPI 6.9 – Turnaround of NTO Representations.	Stayed the same
EHPI 157a – Processing of planning applications: Major applications	Improved
EHPI 2.1e – Planning Enforcement: Service of formal Notices.	No data for this period

2.2 TREND ONLY PERFORMANCE INDICATORS

Table two shows movement in performance when compared to the last reporting period for the measures where no targets have been set, e.g. only trend data is analysed. There are two indicators that have declined and these measures relate to household waste. Currently only February 2015 data is presented as March 2015 data was not available at the time of writing this report as data is always one month in arrears.

Table Two:

Indicator and Current Performance (Trend only)	Movement since last month
EHPI 191 – Residual household waste per household.	Declined
EHPI 192 – Percentage of household waste sent for reuse, recycling and composting.	Declined

2.3 LONG TERM TREND ANALYSIS

Service and Indicator	Commentary
Planning and Building Control	
EHPI 157a – Processing of planning applications: Major applications.	Despite performance being 'Red' for March 2015 and off target for the fourth time this year, analysis of the 2014/15 outturn position shows that EHPI 157a is within its annual target threshold i.e. 'Green' (see paragraph 2.5). Performance was off target in March 2015 as 2 major applications (out

	<p>of 5) were determined on time. Those not determined within the timescale included site ASR5 at Bishop's Stortford north - which required extensive legal agreement negotiation, although subsequently refused, and a variation application relating to a site at North Street, Bishop's Stortford. This also required a legal agreement variation.</p>
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2.4 POTENTIAL ISSUES IN FUTURE

Further analysis shows that the following measures are at risk of moving to a 'Red' or 'Amber' status in the future if performance continues to decline based on their current long term trend. They are:

- EHPI 157a – Processing of planning applications: Major
- EHPI 157b – Processing of planning applications: Minor applications.
- EHPI 157c – Processing of planning applications: Other
- EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal.

Please refer to **Essential Reference Paper 'B'** for the full performance indicator analysis.

3. 2014/15 PERFORMANCE INDICATOR OUTTURN POSITION

3.1 There are a total of **21** performance indicators in the Environment Scrutiny basket of indicators for 2014/15. Of these:

- 14 are showing as "green" (i.e. met their target)
- 6 is still awaiting for their RAG status to be determined as the outturn position is not available yet (see **Essential Reference Paper C** for more information)
- 1 will not have an outturn for 2014/15 which relates to EHPI 90b – satisfaction with household waste (due to no Residents Survey in 2014/15. Next survey due in 2015/16)

3.2 Full details of each indicator in terms of performance and commentary can be found in **Essential Reference Paper C**. For reference, performance against the 2013/14 targets is also included.

CONCLUSION

3.3 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2015 to March 2015 in **Essential Reference Paper 'B'**.
- Note the 2014/15 performance indicator outturns in **Essential Reference Paper 'C'**.
- Advise the Executive of any further recommendations.

4.0 Implications/Consultation

4.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers:

- 2013/14 Estimates and Future Targets Report – Executive 4 March 2014.

Contact member:

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