

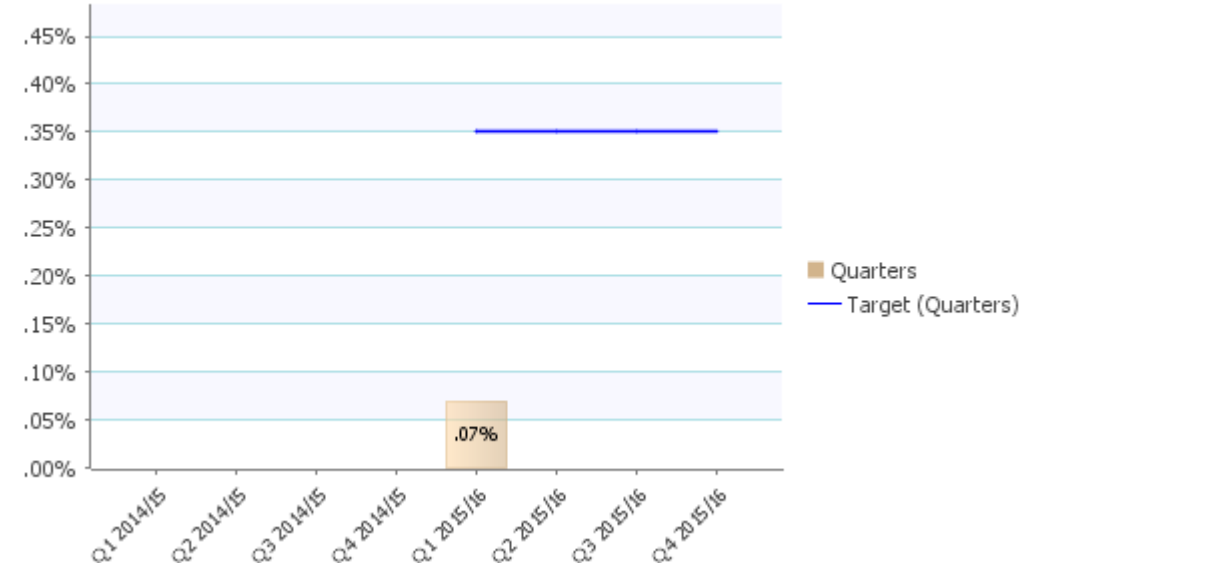



April to June Environment Scrutiny Healthcheck 2015/16


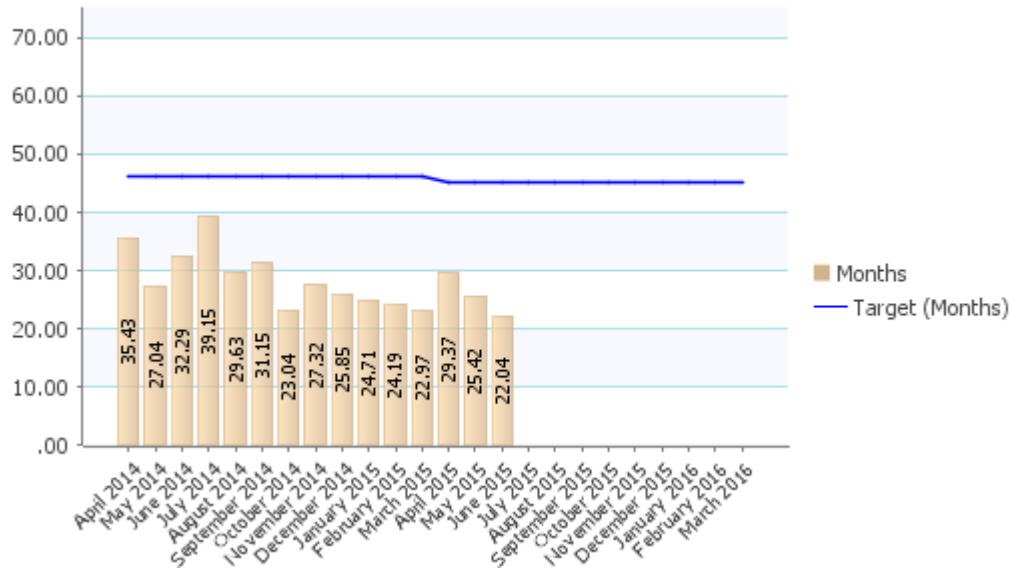


More trend data in graphs where applicable

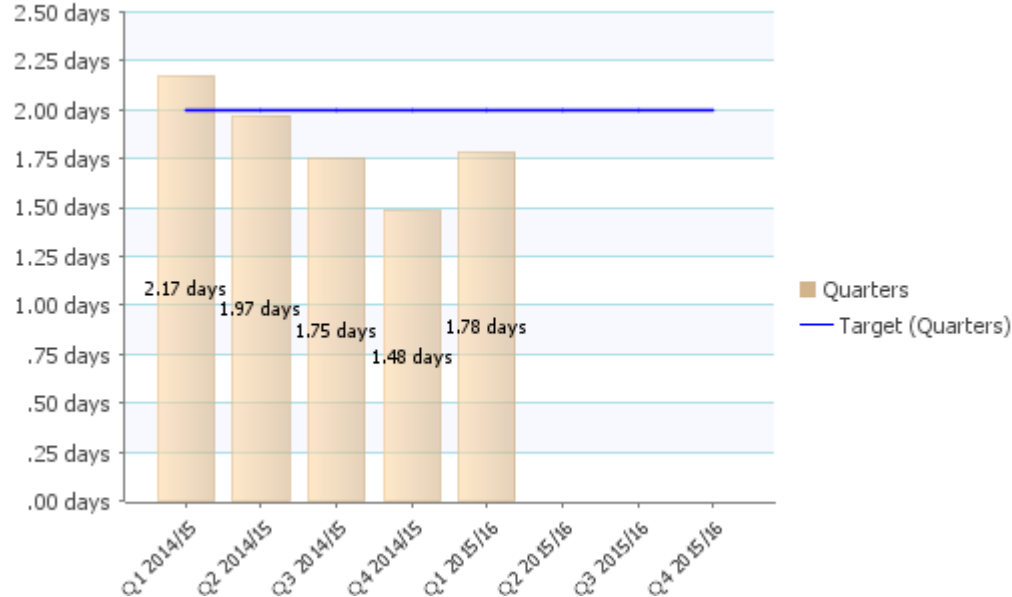



Directorate Customer and Community
Service Area Customer Services

PI Code & Short Name	EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)		Managed By	Andrew Pulham; Neil Sloper												
EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)			Short Term Trend Arrow	↑												
<table border="1" style="display: none;"> <caption>EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr> <td>April 2015</td> <td>10</td> <td>21</td> </tr> <tr> <td>May 2015</td> <td>14</td> <td>21</td> </tr> <tr> <td>June 2015</td> <td>12</td> <td>21</td> </tr> </tbody> </table>			Month	Turnaround (Days)	Target (Days)	April 2015	10	21	May 2015	14	21	June 2015	12	21	Long Term Trend Arrow	▬
			Month	Turnaround (Days)	Target (Days)											
April 2015	10	21														
May 2015	14	21														
June 2015	12	21														
			Traffic Light Icon	🟢												
			Current Value	12 days												
			Current Target	21 days												
			Notes & History Latest Note	Performance exceeding target.												
			Management Response / Action	No further management response required at this stage.												

PI Code & Short Name	EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)	Managed By	Andrew Pulham; Neil Sloper																											
EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)		Short Term Trend Arrow	N/A – New PI																											
 <p>The chart displays the percentage of appeals to the traffic penalty tribunal against the number of PCNs issued across eight quarters. The y-axis represents the percentage, ranging from 0.00% to 0.45% in 0.05% increments. A blue horizontal line indicates the target at 0.35%. A single orange bar for Q1 2015/16 shows a value of 0.07%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q2 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q3 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q4 2014/15</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q1 2015/16</td> <td>0.07%</td> <td>0.35%</td> </tr> <tr> <td>Q2 2015/16</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q3 2015/16</td> <td>0.00%</td> <td>0.35%</td> </tr> <tr> <td>Q4 2015/16</td> <td>0.00%</td> <td>0.35%</td> </tr> </tbody> </table>		Quarter	Value (%)	Target (%)	Q1 2014/15	0.00%	0.35%	Q2 2014/15	0.00%	0.35%	Q3 2014/15	0.00%	0.35%	Q4 2014/15	0.00%	0.35%	Q1 2015/16	0.07%	0.35%	Q2 2015/16	0.00%	0.35%	Q3 2015/16	0.00%	0.35%	Q4 2015/16	0.00%	0.35%	Long Term Trend Arrow	N/A – New PI
Quarter	Value (%)	Target (%)																												
Q1 2014/15	0.00%	0.35%																												
Q2 2014/15	0.00%	0.35%																												
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Q1 2015/16	0.07%	0.35%																												
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Q3 2015/16	0.00%	0.35%																												
Q4 2015/16	0.00%	0.35%																												
		Traffic Light Icon																												
		Current Value	0.07%																											
		Current Target	0.35%																											
		Notes & History Latest Note	5 appeals received against a total of 6702 PCNs issued in the first quarter.																											
		Management Response / Action	No further management response required at this stage.																											

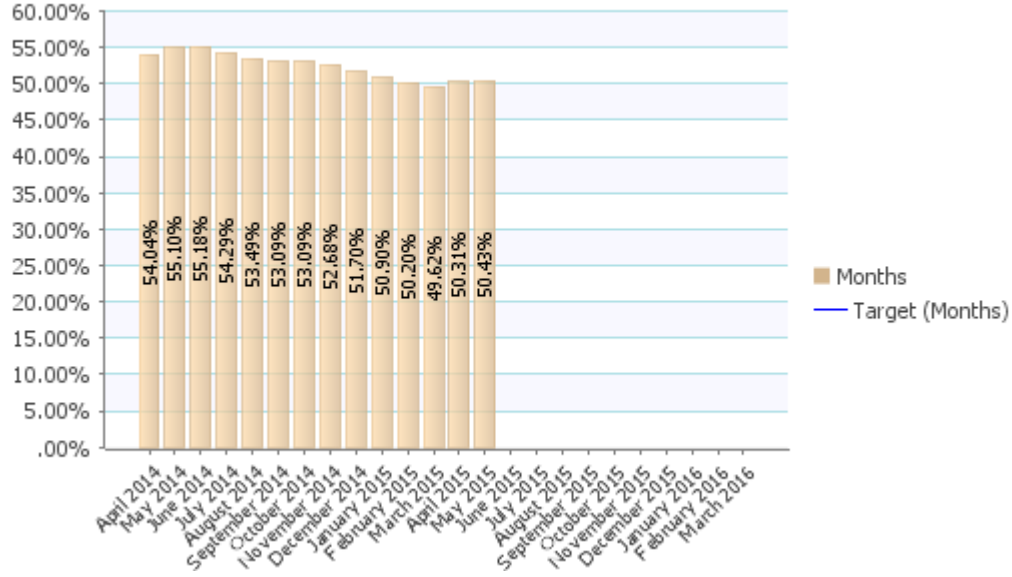
Directorate Customer and Community Services
Service Area Environment Services

PI Code & Short Name	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;
EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	22.04
		Current Target	45.00
		Notes & History Latest Note	Second best performance since contract started in 2011. All services (refuse, recycling and organic) all performing very well.
		Management Response / Action	No further management response required at this stage.

PI Code & Short Name	EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;
<p>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</p> 		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	1.78 days
		Current Target	2.00 days
Notes & History Latest Note		Performance in quarter 1 is within target, but fly tips took slightly longer to clear compared to previous month due to some larger ones which required specialist contractors.	
Management Response / Action		No further management response required at this stage.	


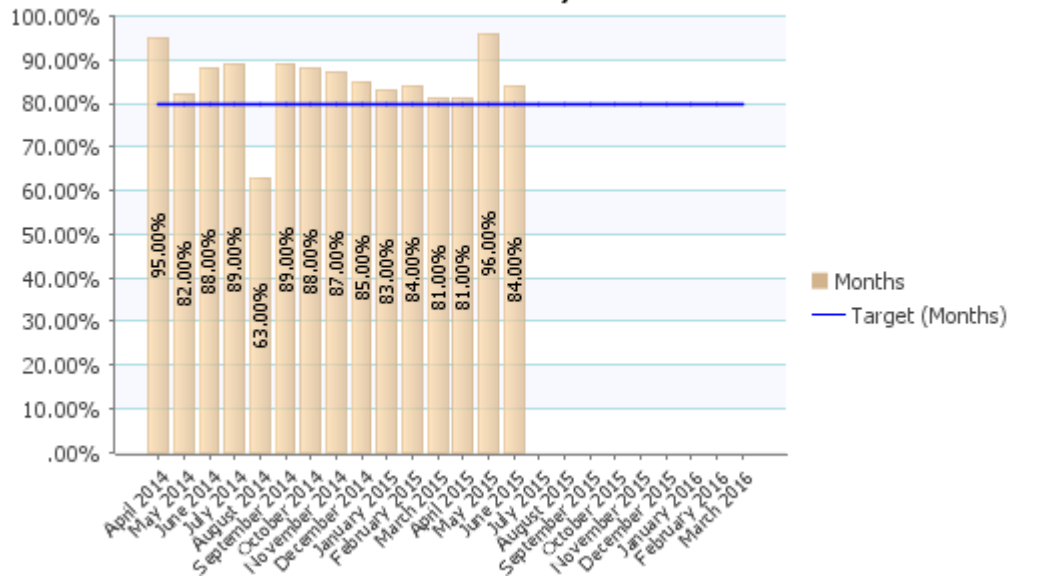


PI Code & Short Name	EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;																		
<p style="text-align: center;">EHPI 2.5 Total waste collected by the district (kg per household). (MINIMISING INDICATOR)</p> <table border="1" style="margin-top: 10px;"> <caption>EHPI 2.5 Total waste collected by the district (kg per household)</caption> <thead> <tr> <th>Quarter</th> <th>Waste Collected (kgs)</th> <th>Target (kgs)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>247</td> <td>~255</td> </tr> <tr> <td>Q2 2014/15</td> <td>230</td> <td>~245</td> </tr> <tr> <td>Q3 2014/15</td> <td>235</td> <td>~245</td> </tr> <tr> <td>Q4 2014/15</td> <td>207</td> <td>~225</td> </tr> <tr> <td>Q1 2015/16</td> <td>244</td> <td>~215</td> </tr> </tbody> </table>		Quarter	Waste Collected (kgs)	Target (kgs)	Q1 2014/15	247	~255	Q2 2014/15	230	~245	Q3 2014/15	235	~245	Q4 2014/15	207	~225	Q1 2015/16	244	~215	Short Term Trend Arrow	↓
		Quarter	Waste Collected (kgs)	Target (kgs)																	
		Q1 2014/15	247	~255																	
		Q2 2014/15	230	~245																	
		Q3 2014/15	235	~245																	
Q4 2014/15	207	~225																			
Q1 2015/16	244	~215																			
Long Term Trend Arrow	↓																				
Traffic Light Icon	N/A – Trend Only																				
Current Value	244 kgs																				
Current Target	N/A – Trend Only																				
Notes & History Latest Note	<p>This is a rolling quarter from March - May as data is reported one month in arrears. It is higher than expected this period due to a number of factors. Firstly, this period covers the month of April when it is normal to receive a larger volume of waste due to the Easter holiday period. Secondly, May was a five week month, usually June is the five week month so this has added to the increased amount collected. Lastly, the property base used to calculate the performance has not been updated by Defra. Therefore this quarter does not take account of any new properties that have been built since 1 April 2015. The service will be investigating the impact these factors have had on this quarter.</p>																				
Management Response / Action	<p>The council continues to persuade residents to minimise the waste they produce overall. This is done through media campaigns delivered both directly by the Council and through the Hertfordshire Waste Partnership (WasteAware). No further management action required at this stage.</p>																				


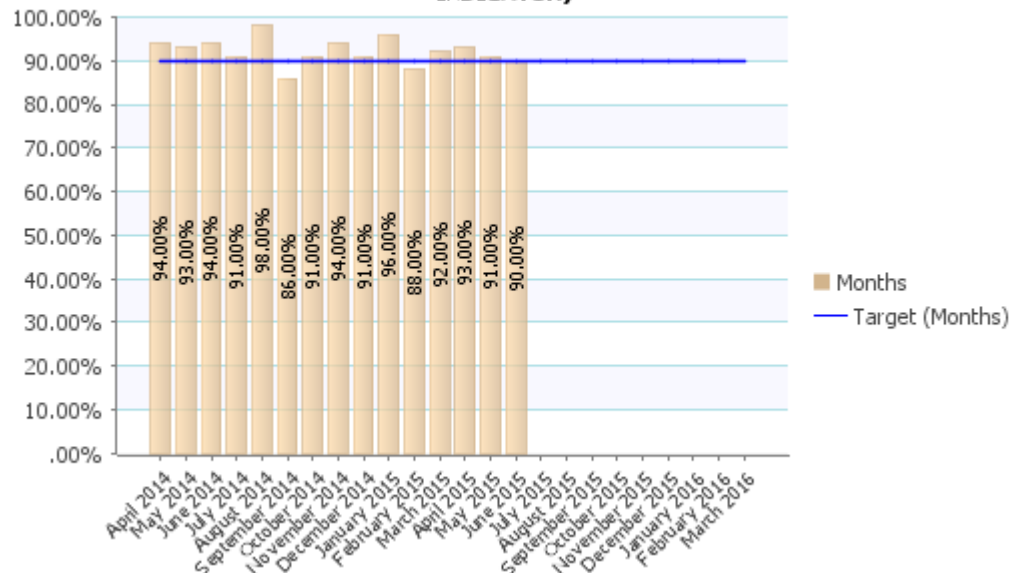


PI Code & Short Name	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)	Managed By	Cliff Cardoza;												
<p>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>45%</td> </tr> <tr> <td>Q2 2014/15</td> <td>47%</td> </tr> <tr> <td>Q3 2014/15</td> <td>47%</td> </tr> <tr> <td>Q4 2014/15</td> <td>49%</td> </tr> <tr> <td>Q1 2015/16</td> <td>50%</td> </tr> </tbody> </table>		Quarter	Percentage	Q1 2014/15	45%	Q2 2014/15	47%	Q3 2014/15	47%	Q4 2014/15	49%	Q1 2015/16	50%	Short Term Trend Arrow	
		Quarter	Percentage												
		Q1 2014/15	45%												
		Q2 2014/15	47%												
		Q3 2014/15	47%												
Q4 2014/15	49%														
Q1 2015/16	50%														
Long Term Trend Arrow															
Traffic Light Icon	N/A – Trend Only														
Current Value	50%														
Current Target	N/A – Trend Only														
<p>Notes & History Latest Note</p>		<p>This is a rolling quarter from March - May as data is reported one month in arrears. It is higher than expected this period due to a number of factors. Firstly, this period covers the month of April when it is normal to receive a larger volume of waste due to the Easter holiday period. Secondly, May was a five week month, usually June is the five week month so this has added to the increased amount collected. Lastly, the property base used to calculate the performance has not been updated by Defra. Therefore this quarter does not take account of any new properties that have been built since 1 April 2015. The service will be investigating the impact these factors have had on this quarter.</p>													
<p>Management Response / Action</p>		<p>The council continues to persuade residents to minimise the waste they produce overall. This is done through media campaigns delivered both directly by the Council and through the Hertfordshire Waste Partnership (WasteAware). No further management action required at this stage.</p>													




PI Code & Short Name	EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;
EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)		Short Term Trend Arrow	↑
		Long Term Trend Arrow	↓
		Traffic Light Icon	N/A – Trend Only
		Current Value	50.43%
		Current Target	N/A – Trend Only
		Notes & History Latest Note	This indicator is reported one month in arrears. Contamination of bins continues to be problematic. New bin hanger is due to be delivered during August 2015 to encourage less contamination and more recycling.
		Management Response / Action	In addition to responding to the contamination issue, we are beginning to witness less recycling material e.g. as packaging becomes less and our general campaigns regarding waste minimisation. Also East Herts is mirroring the national trend in the decline of paper collected, believed to be the result of a move to electronic media. All of these factors impact on the performance of this indicator. No further management action required at this stage.

PI Code & Short Name	EHPI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)	Managed By	Cliff Cardoza;																																																		
<p>EHPI 191 Residual household waste per household. (MINIMISING CUMULATIVE INDICATOR)</p> <table border="1"> <caption>EHPI 191 Residual household waste per household (kg)</caption> <thead> <tr> <th>Month</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>5</td></tr> <tr><td>May 2014</td><td>68</td></tr> <tr><td>June 2014</td><td>111</td></tr> <tr><td>July 2014</td><td>146</td></tr> <tr><td>August 2014</td><td>180</td></tr> <tr><td>September 2014</td><td>223</td></tr> <tr><td>October 2014</td><td>259</td></tr> <tr><td>November 2014</td><td>294</td></tr> <tr><td>December 2014</td><td>337</td></tr> <tr><td>January 2015</td><td>378</td></tr> <tr><td>February 2015</td><td>412</td></tr> <tr><td>March 2015</td><td>456</td></tr> <tr><td>April 2015</td><td>-7</td></tr> <tr><td>May 2015</td><td>83</td></tr> <tr><td>June 2015</td><td>-</td></tr> <tr><td>July 2015</td><td>-</td></tr> <tr><td>August 2015</td><td>-</td></tr> <tr><td>September 2015</td><td>-</td></tr> <tr><td>October 2015</td><td>-</td></tr> <tr><td>November 2015</td><td>-</td></tr> <tr><td>December 2015</td><td>-</td></tr> <tr><td>January 2016</td><td>-</td></tr> <tr><td>February 2016</td><td>-</td></tr> <tr><td>March 2016</td><td>-</td></tr> </tbody> </table>		Month	Waste (kg)	April 2014	5	May 2014	68	June 2014	111	July 2014	146	August 2014	180	September 2014	223	October 2014	259	November 2014	294	December 2014	337	January 2015	378	February 2015	412	March 2015	456	April 2015	-7	May 2015	83	June 2015	-	July 2015	-	August 2015	-	September 2015	-	October 2015	-	November 2015	-	December 2015	-	January 2016	-	February 2016	-	March 2016	-	Short Term Trend Arrow	
		Month	Waste (kg)																																																		
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November 2015	-																																																				
December 2015	-																																																				
January 2016	-																																																				
February 2016	-																																																				
March 2016	-																																																				
Long Term Trend Arrow	N/A – Cumulative indicator																																																				
Traffic Light Icon	N/A – Trend Only																																																				
Current Value	83 kg																																																				
Current Target	N/A – Trend Only																																																				
Notes & History Latest Note	This indicator is reported one month in arrears. The figure is higher this month than the same period last year due to a number of factors. Firstly, May was a five week month, usually June is the five week month so this has added to the increased amount collected. Lastly, the property base used to calculate the performance has not been updated by Defra. Therefore this month does not take account of any new properties that have been built since 1 April 2015. Waste analysis to be carried out on residual waste to get a better understanding of what is in the residual waste stream.																																																				
Management Response / Action	The council continues to persuade residents to minimise the waste they produce overall. This is done though media campaigns delivered both directly by the Council and through the Hertfordshire Waste Partnership (WasteAware). No further management action required at this stage.																																																				


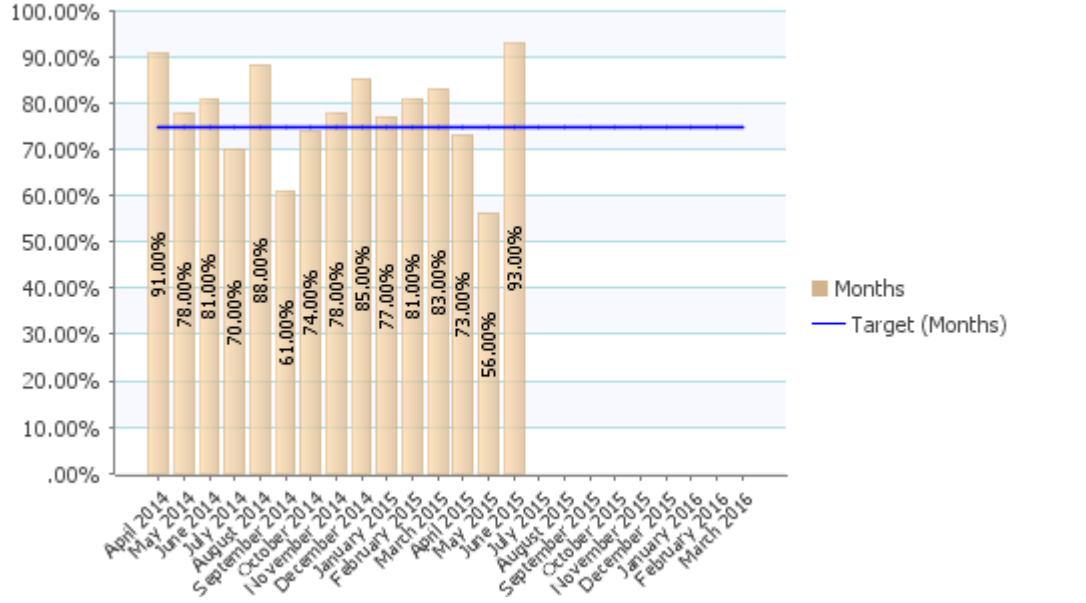


Directorate Neighbourhood Services
Service Area Planning and Building Control

PI Code & Short Name	EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	84.00%
		Current Target	80.00%
		Notes & History Latest Note	Performance exceeding target. 31 out of 37 applications.
		Management Response / Action	Although performing above target, the long term trend shows a decline, when current performance compares to the average over the last 12 months. However June performance (84%) is just off the long term average (84.5%). Therefore there is no significant risk regarding performance at this stage. No further management action required at this stage.

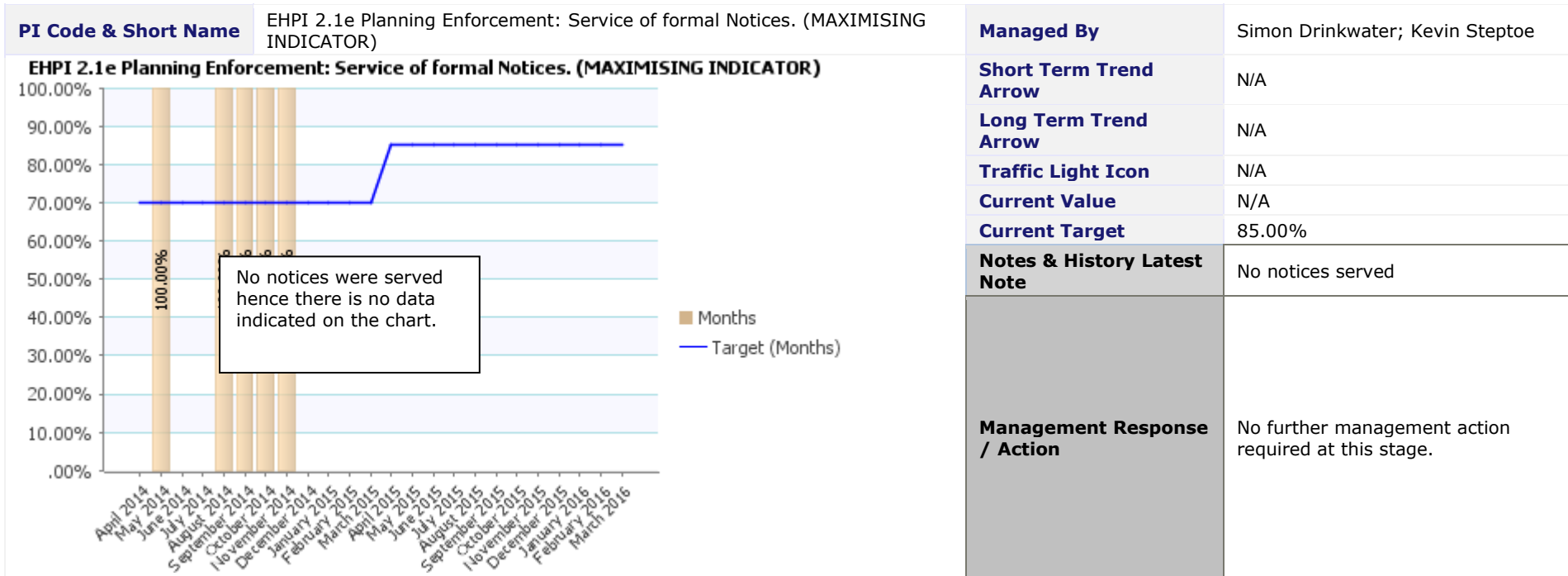
PI Code & Short Name	EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	90.00%
		Current Target	90.00%
Notes & History Latest Note		Performance exceeding target. 118 out of 131 applications.	
Management Response / Action		Although performing above target, the long term trend shows a decline, when current performance compares to the average over the last 12 months. However June performance (90%) is slightly the long term average (92%). This is a minor difference and at this stage there is no significant risk regarding performance. The position will continue to be reviewed. No further management action required at this stage.	

PI Code & Short Name	EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
EHPI 2.23 (188) Planning decisions delegated to officers (MAXIMISING INDICATOR)		Short Term Trend Arrow	
<p>■ Months — Target (Months)</p>		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	95%
		Current Target	90%
		Notes & History Latest Note	202 out of 212 decisions
		Management Response / Action	<p>Although performing above target, the long term trend shows a decline, when current performance compares to the average over the last 12 months. However June performance (95%) is just off the long term average (95.3%). Therefore there is no significant risk regarding performance at this stage. No further management action required at this stage.</p>

PI Code & Short Name	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																														
EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)		Short Term Trend Arrow	N/A – No major planning application decisions were released this month																														
<table border="1"> <caption>EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>67.00%</td></tr> <tr><td>May 2014</td><td>100.00%</td></tr> <tr><td>June 2014</td><td>67.00%</td></tr> <tr><td>August 2014</td><td>%</td></tr> <tr><td>October 2014</td><td>50.00%</td></tr> <tr><td>November 2014</td><td>100.00%</td></tr> <tr><td>December 2014</td><td>100.00%</td></tr> <tr><td>January 2015</td><td>86.00%</td></tr> <tr><td>February 2015</td><td>67.00%</td></tr> <tr><td>March 2015</td><td>67.00%</td></tr> <tr><td>April 2015</td><td>25.00%</td></tr> <tr><td>May 2015</td><td>40.00%</td></tr> <tr><td>June 2015</td><td>%</td></tr> <tr><td>July 2015</td><td>75.00%</td></tr> </tbody> </table>		Month	Performance (%)	April 2014	67.00%	May 2014	100.00%	June 2014	67.00%	August 2014	%	October 2014	50.00%	November 2014	100.00%	December 2014	100.00%	January 2015	86.00%	February 2015	67.00%	March 2015	67.00%	April 2015	25.00%	May 2015	40.00%	June 2015	%	July 2015	75.00%	Long Term Trend Arrow	
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July 2015	75.00%																																
		Traffic Light Icon																															
		Current Value	75.00%																														
		Current Target	60.00%																														
		Notes & History Latest Note	Performance exceeding target. 3 out of 4 applications.																														
		Management Response / Action	No further management action required at this stage.																														

PI Code & Short Name	EHPI 2.1d Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe																																																		
EHPI 2.1d Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR)		Short Term Trend Arrow																																																			
 <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>91.00%</td></tr> <tr><td>May 2014</td><td>78.00%</td></tr> <tr><td>June 2014</td><td>81.00%</td></tr> <tr><td>July 2014</td><td>70.00%</td></tr> <tr><td>August 2014</td><td>88.00%</td></tr> <tr><td>September 2014</td><td>61.00%</td></tr> <tr><td>October 2014</td><td>74.00%</td></tr> <tr><td>November 2014</td><td>78.00%</td></tr> <tr><td>December 2014</td><td>85.00%</td></tr> <tr><td>January 2015</td><td>77.00%</td></tr> <tr><td>February 2015</td><td>81.00%</td></tr> <tr><td>March 2015</td><td>83.00%</td></tr> <tr><td>April 2015</td><td>73.00%</td></tr> <tr><td>May 2015</td><td>56.00%</td></tr> <tr><td>June 2015</td><td>93.00%</td></tr> <tr><td>July 2015</td><td></td></tr> <tr><td>August 2015</td><td></td></tr> <tr><td>September 2015</td><td></td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Performance (%)	April 2014	91.00%	May 2014	78.00%	June 2014	81.00%	July 2014	70.00%	August 2014	88.00%	September 2014	61.00%	October 2014	74.00%	November 2014	78.00%	December 2014	85.00%	January 2015	77.00%	February 2015	81.00%	March 2015	83.00%	April 2015	73.00%	May 2015	56.00%	June 2015	93.00%	July 2015		August 2015		September 2015		October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		Long Term Trend Arrow	
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March 2016																																																					
		Traffic Light Icon																																																			
		Current Value	93.00%																																																		
		Current Target	75.00%																																																		
		Notes & History Latest Note	Performance exceeding target. 43 out of 46 inspections.																																																		
		Management Response / Action	No further management action required at this stage.																																																		

PI Code & Short Name	EHPI 204 Planning appeals allowed	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																																		
<p>EHPI 204 Planning appeals allowed</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>30.0%</td></tr> <tr><td>May 2014</td><td>14.0%</td></tr> <tr><td>June 2014</td><td>3%</td></tr> <tr><td>July 2014</td><td>40.0%</td></tr> <tr><td>August 2014</td><td>3%</td></tr> <tr><td>September 2014</td><td>40.0%</td></tr> <tr><td>October 2014</td><td>25.0%</td></tr> <tr><td>November 2014</td><td>67.0%</td></tr> <tr><td>December 2014</td><td>3%</td></tr> <tr><td>January 2015</td><td>20.0%</td></tr> <tr><td>February 2015</td><td>43.0%</td></tr> <tr><td>March 2015</td><td>3%</td></tr> <tr><td>April 2015</td><td>60.0%</td></tr> <tr><td>May 2015</td><td>40.0%</td></tr> <tr><td>June 2015</td><td>40.0%</td></tr> <tr><td>July 2015</td><td>0%</td></tr> <tr><td>August 2015</td><td>0%</td></tr> <tr><td>September 2015</td><td>0%</td></tr> <tr><td>October 2015</td><td>0%</td></tr> <tr><td>November 2015</td><td>0%</td></tr> <tr><td>December 2015</td><td>0%</td></tr> <tr><td>January 2016</td><td>0%</td></tr> <tr><td>February 2016</td><td>0%</td></tr> <tr><td>March 2016</td><td>0%</td></tr> </tbody> </table>		Month	Percentage	April 2014	30.0%	May 2014	14.0%	June 2014	3%	July 2014	40.0%	August 2014	3%	September 2014	40.0%	October 2014	25.0%	November 2014	67.0%	December 2014	3%	January 2015	20.0%	February 2015	43.0%	March 2015	3%	April 2015	60.0%	May 2015	40.0%	June 2015	40.0%	July 2015	0%	August 2015	0%	September 2015	0%	October 2015	0%	November 2015	0%	December 2015	0%	January 2016	0%	February 2016	0%	March 2016	0%	Short Term Trend Arrow	↑
		Month	Percentage																																																		
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Traffic Light Icon	New PI – Trend only																																																				
Current Value	40.0%																																																				
Current Target	New PI – Trend only																																																				
Notes & History Latest Note	Less planning appeals were allowed in June 2015 compared to May 2015. This indicator was re-introduced in April 2015, and therefore it is too early to make any meaningful conclusion on trend.																																																				
Management Response / Action	No further management action required at this stage.																																																				



PI Status	
	Alert
	Warning
	OK

Long Term Trends	
	Improving
	No Change
	Decreasing

Short Term Trends	
	Improving
	No Change
	Decreasing