





# Environment Scrutiny Corporate Healthcheck August - September 2010/11

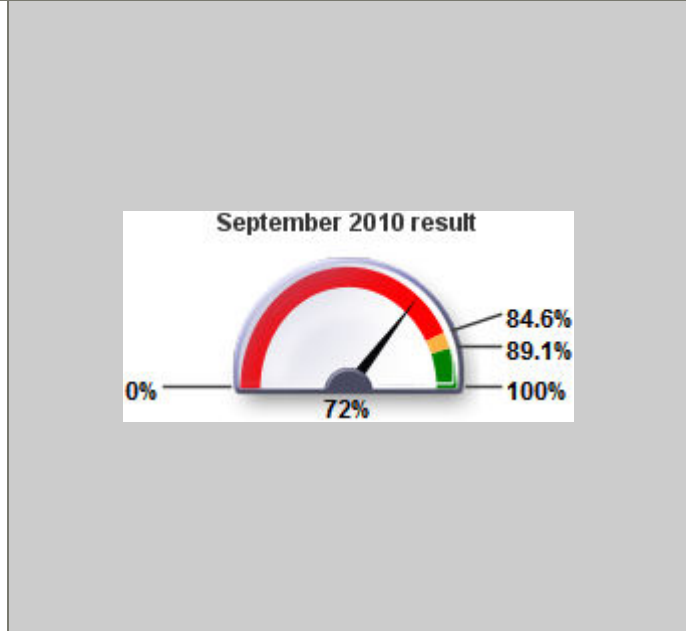
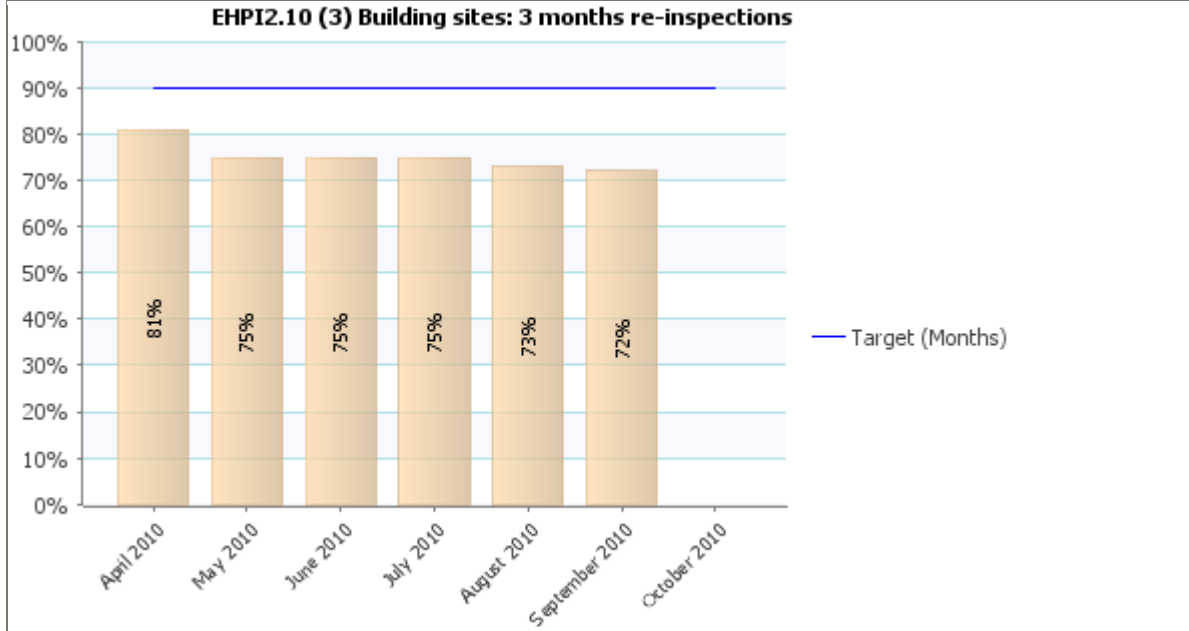
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

**Traffic Light Red**  
**Description** Caring about what's built (and) where

**Planning and Building Control**



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections		72%	90%		This was due to a high level of workload and reduced staff availability which resulted in a backlog of applications and a temporary suspension of routine 'back-checking' of site inspections.	None

**Trend Chart** **Performance Gauge**

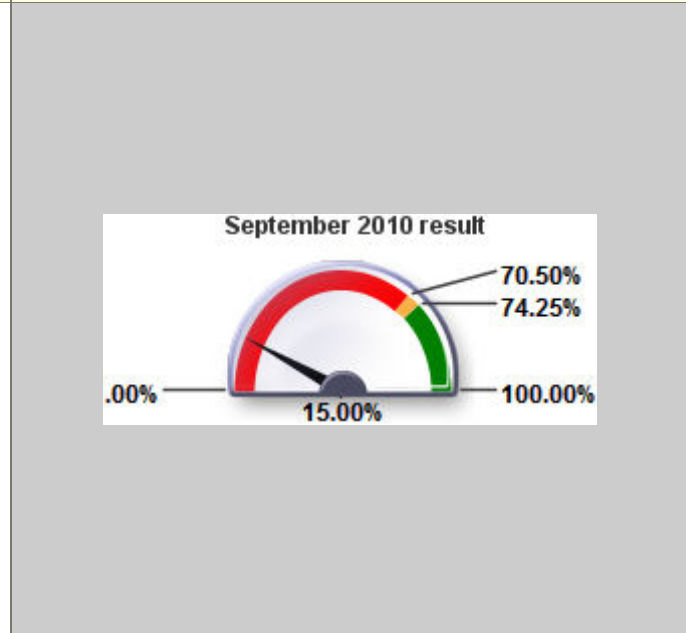
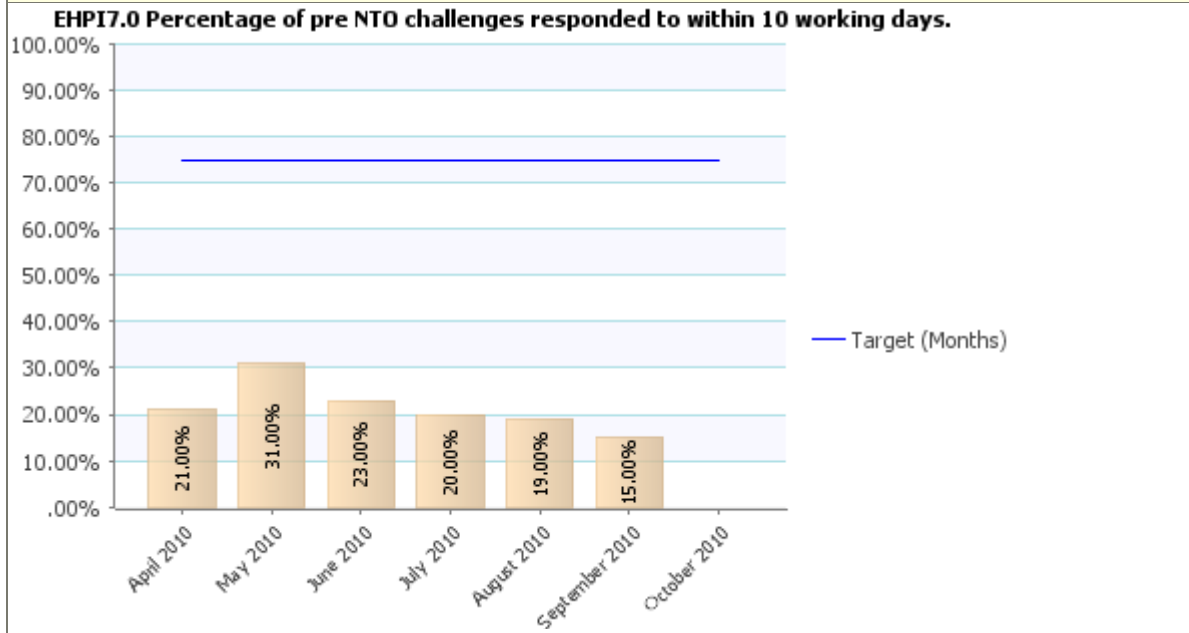




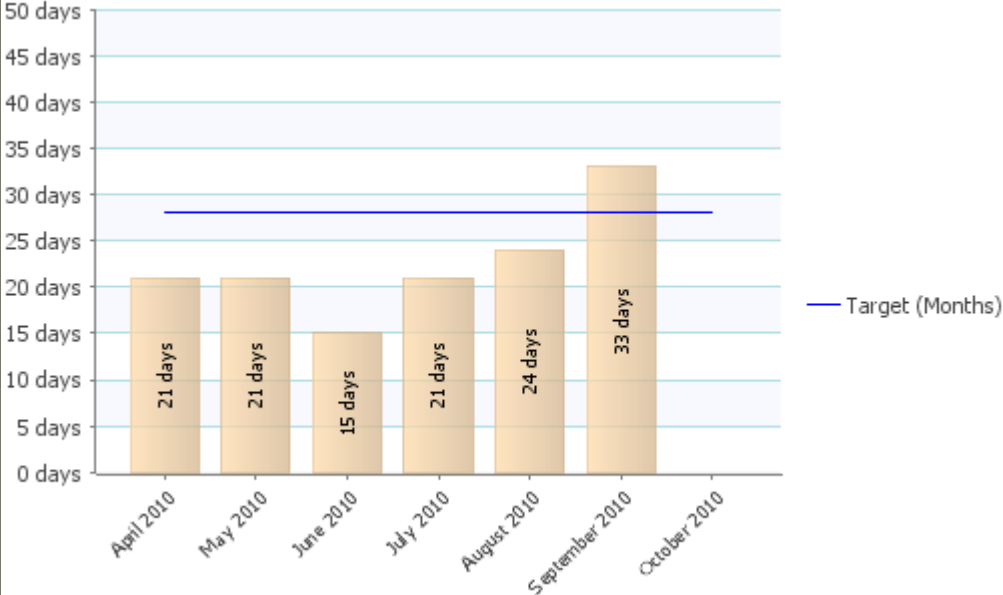

**Traffic Light Red**  
**Description** Fit for purpose, services fit for you



**Parking Services**



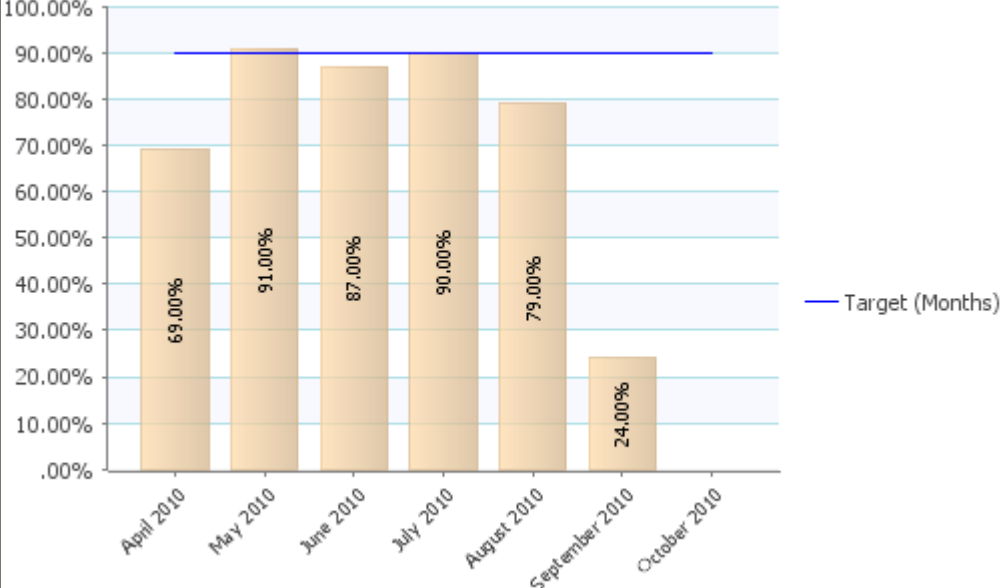

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		15.00%	75.00%		The combination of high PCN issuance and availability of staffing has resulted in a continued trend of reduced performance with 15% of challenges responded to within 10 working days remedial action in hand.	None

**Trend Chart** **Performance Gauge**





Parking Services																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010														
EHPI6.9	Turnaround of NTO Representations		33 days	28 days		The combination of high PCN issuance and availability of staffing has increased the turnaround from 24 to 33 calendar days.	None														
Trend Chart						Performance Gauge															
<p><b>EHPI6.9 Turnaround of NTO Representations</b></p>  <table border="1"> <caption>EHPI6.9 Turnaround of NTO Representations Data</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr> <td>April 2010</td> <td>21</td> </tr> <tr> <td>May 2010</td> <td>21</td> </tr> <tr> <td>June 2010</td> <td>15</td> </tr> <tr> <td>July 2010</td> <td>21</td> </tr> <tr> <td>August 2010</td> <td>24</td> </tr> <tr> <td>September 2010</td> <td>33</td> </tr> </tbody> </table> <p>— Target (Months)</p>						Month	Turnaround (days)	April 2010	21	May 2010	21	June 2010	15	July 2010	21	August 2010	24	September 2010	33	<p><b>September 2010 result</b></p>  <p>0 days — 33 days — 50 days</p> <p>28 days — 30 days</p>	
Month	Turnaround (days)																				
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Parking Services																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010																												
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		34 days	14 days		The combination of high PCN issuance and availability of staffing has increased the turnaround from 24 to 34 calendar days.	None																												
Trend Chart						Performance Gauge																													
<p><b>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</b></p> <table border="1"> <caption>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr> <td>April 2010</td> <td>22</td> </tr> <tr> <td>May 2010</td> <td>18</td> </tr> <tr> <td>June 2010</td> <td>16</td> </tr> <tr> <td>July 2010</td> <td>22</td> </tr> <tr> <td>August 2010</td> <td>24</td> </tr> <tr> <td>September 2010</td> <td>34</td> </tr> <tr> <td>October 2010</td> <td>-</td> </tr> </tbody> </table>						Month	Turnaround (days)	April 2010	22	May 2010	18	June 2010	16	July 2010	22	August 2010	24	September 2010	34	October 2010	-	<p><b>September 2010 result</b></p> <table border="1"> <caption>September 2010 result</caption> <thead> <tr> <th>Scale Markers</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>0 days</td> <td>0</td> </tr> <tr> <td>15 days</td> <td>15</td> </tr> <tr> <td>14 days</td> <td>14</td> </tr> <tr> <td>34 days</td> <td>34</td> </tr> <tr> <td>50 days</td> <td>50</td> </tr> </tbody> </table>		Scale Markers	Value	0 days	0	15 days	15	14 days	14	34 days	34	50 days	50
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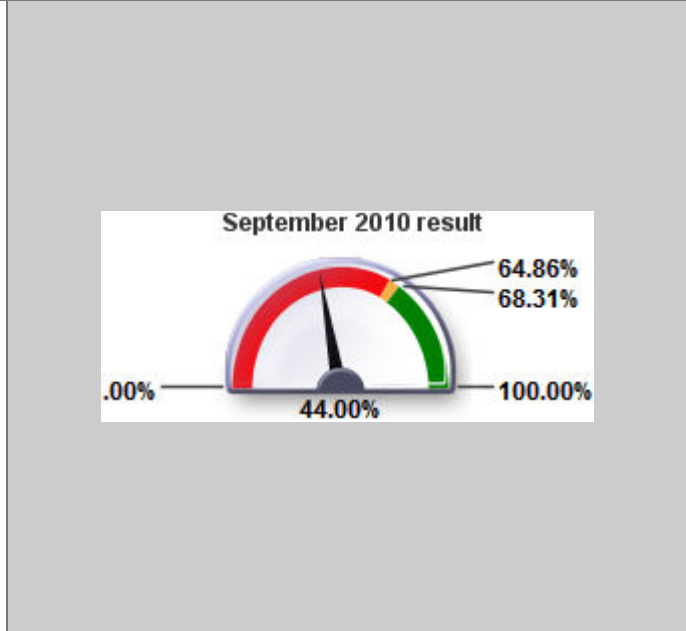
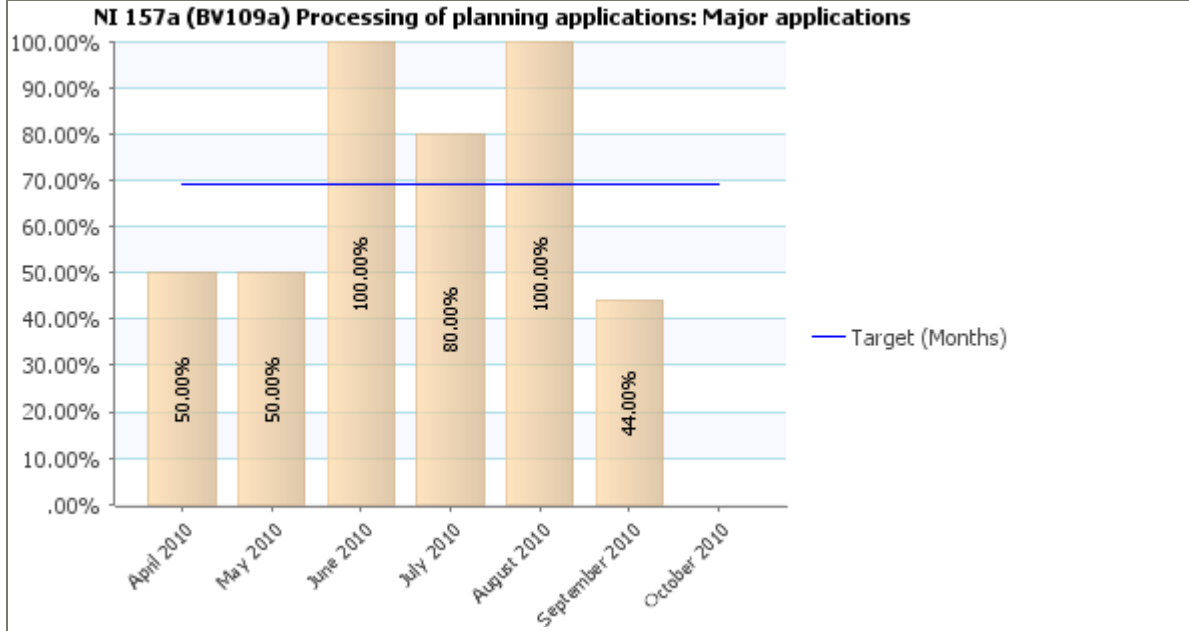
Parking Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010																										
EHPI7.1	Percentage of NTO representations replied to within 28 calendar days		24.00%	90.00%		The combination of high PCN issuance and availability of staffing has resulted in a continued trend of reduced performance from 79% to 24% of representations responded to within 28 Calendar Days remedial action in hand.	None																										
Trend Chart						Performance Gauge																											
<p><b>EHPI7.1 Percentage of NTO representations replied to within 28 calendar days</b></p>  <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2010</td> <td>69.00%</td> </tr> <tr> <td>May 2010</td> <td>91.00%</td> </tr> <tr> <td>June 2010</td> <td>87.00%</td> </tr> <tr> <td>July 2010</td> <td>90.00%</td> </tr> <tr> <td>August 2010</td> <td>79.00%</td> </tr> <tr> <td>September 2010</td> <td>24.00%</td> </tr> <tr> <td>October 2010</td> <td>-</td> </tr> </tbody> </table>						Month	Percentage	April 2010	69.00%	May 2010	91.00%	June 2010	87.00%	July 2010	90.00%	August 2010	79.00%	September 2010	24.00%	October 2010	-	<p><b>September 2010 result</b></p>  <table border="1"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Percentage</th> <th>Color Zone</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>Red</td> </tr> <tr> <td>84.60%</td> <td>Red</td> </tr> <tr> <td>89.10%</td> <td>Yellow</td> </tr> <tr> <td>100.00%</td> <td>Green</td> </tr> </tbody> </table>		Percentage	Color Zone	0.00%	Red	84.60%	Red	89.10%	Yellow	100.00%	Green
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**Traffic Light Red**  
**Description** Shaping now, shaping the future

**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
NI 157a (BV109a)	Processing of planning applications: Major applications		44.00%	69.00%		4 decisions out of a total 9 were made within the required time. All 5 decisions that were delayed were as a result of protracted legal agreement negotiations.	<b>None</b>

**Trend Chart** **Performance Gauge**

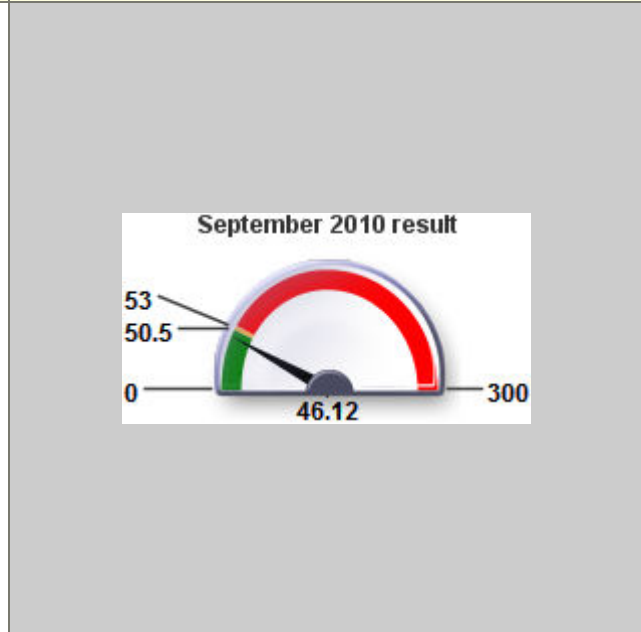
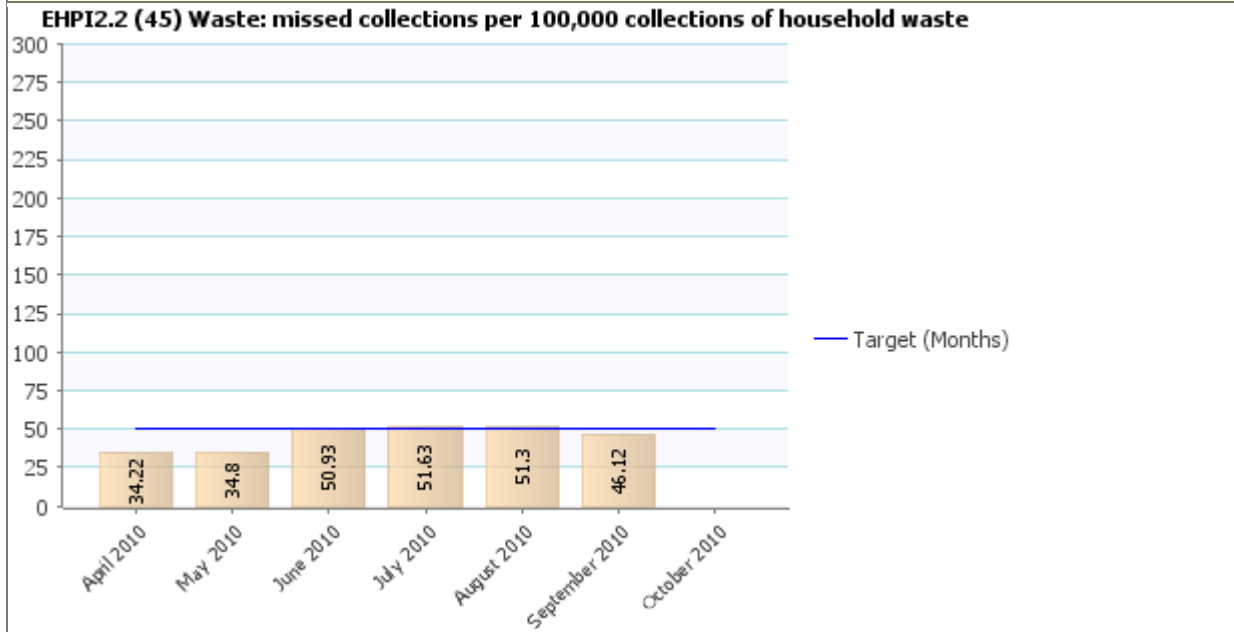


**Traffic Light Green**  
**Description** Caring about what's built (and) where

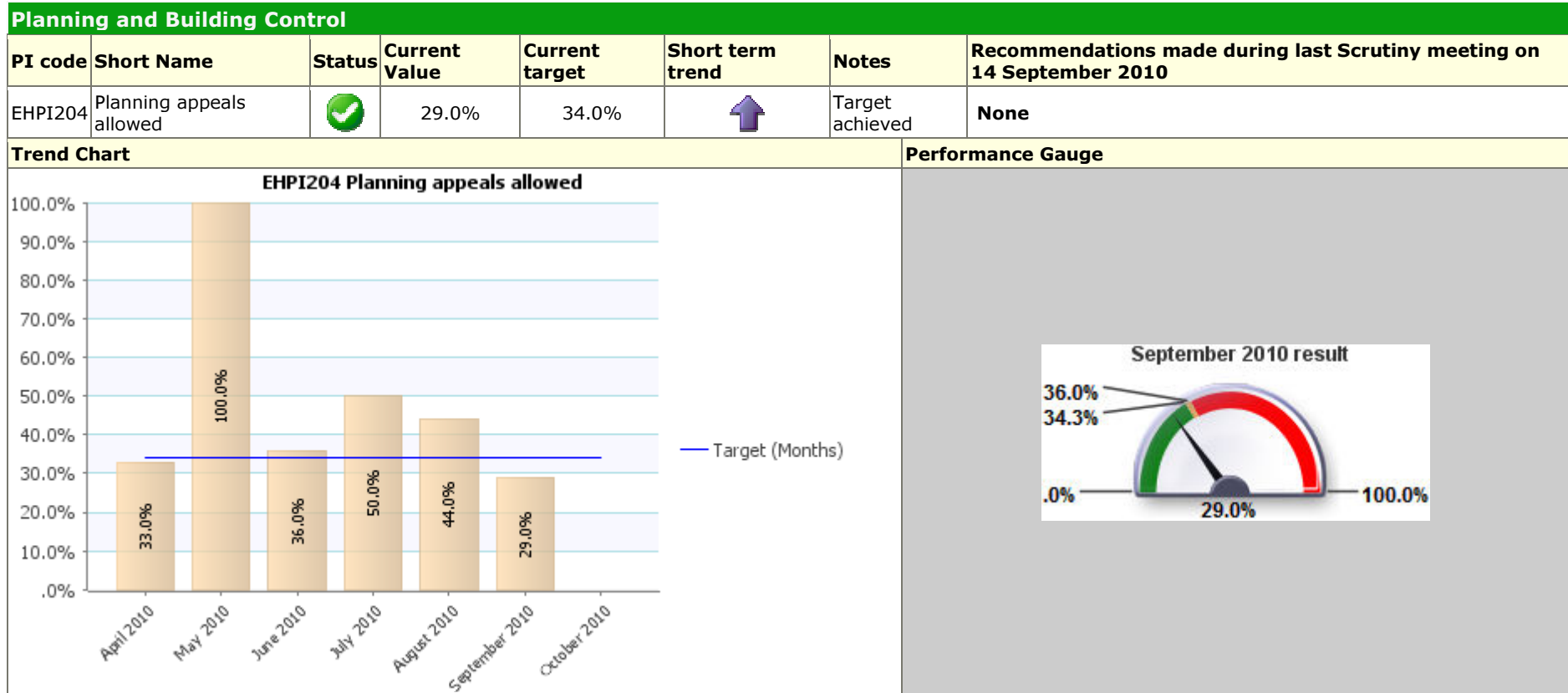
**Environment Services**

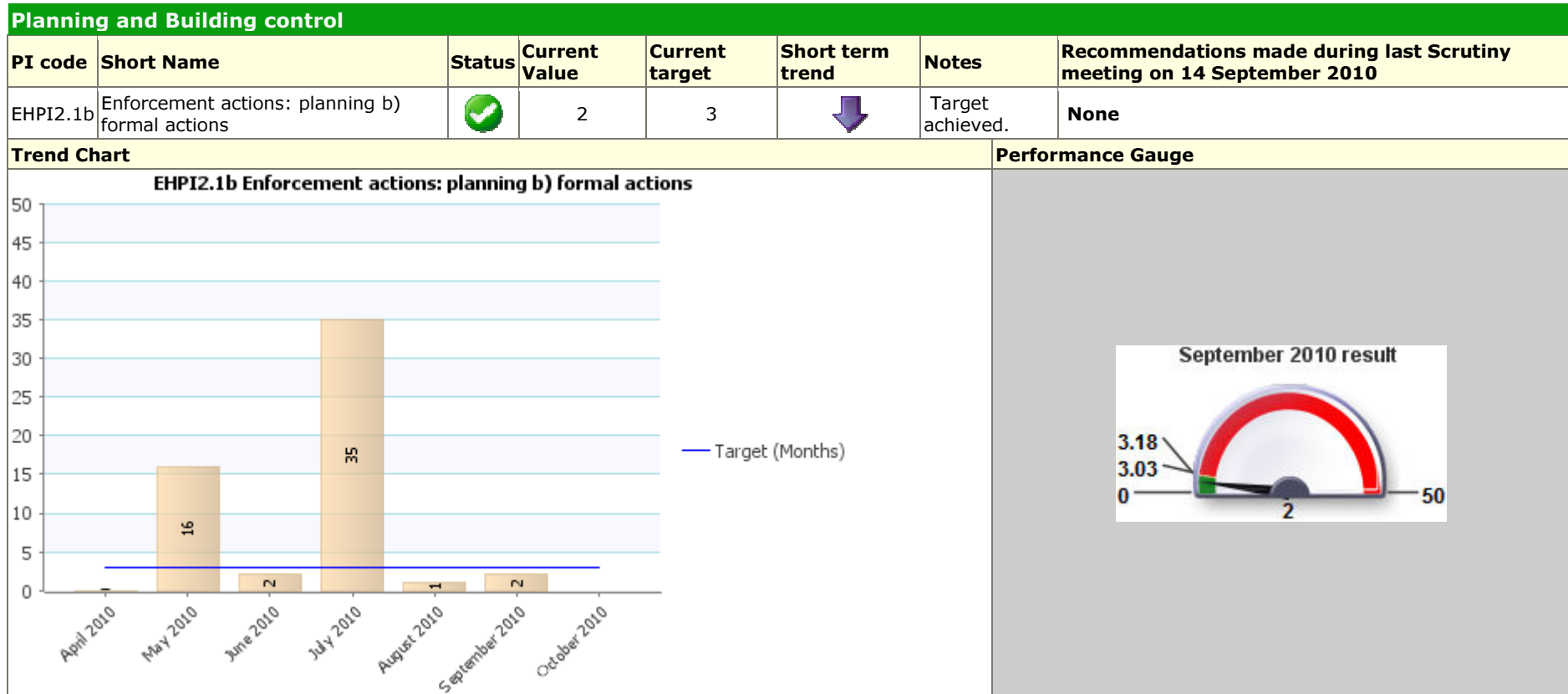
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		46.12	50		Performance is now back on target	None



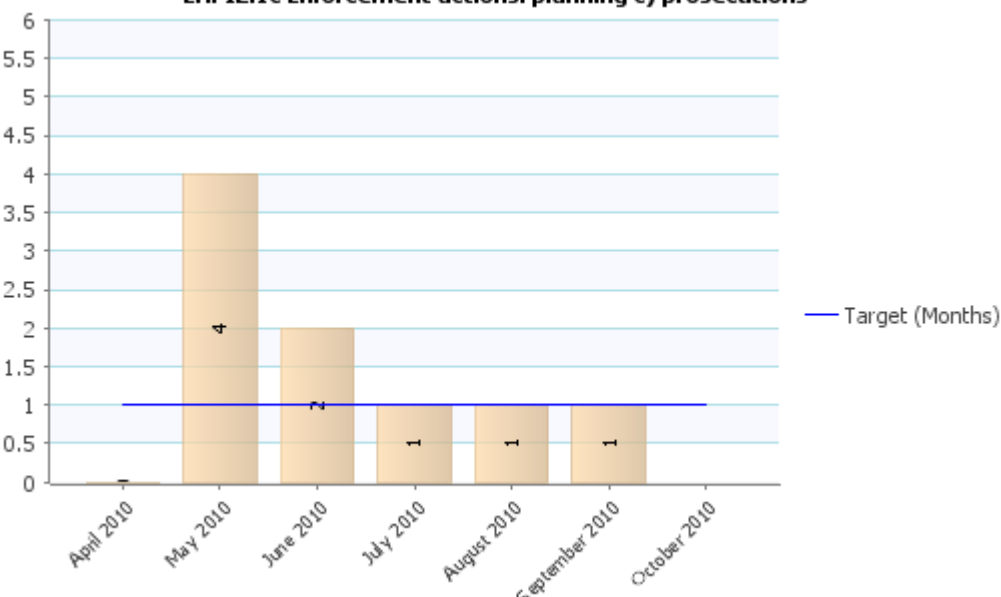

**Trend Chart** **Performance Gauge**

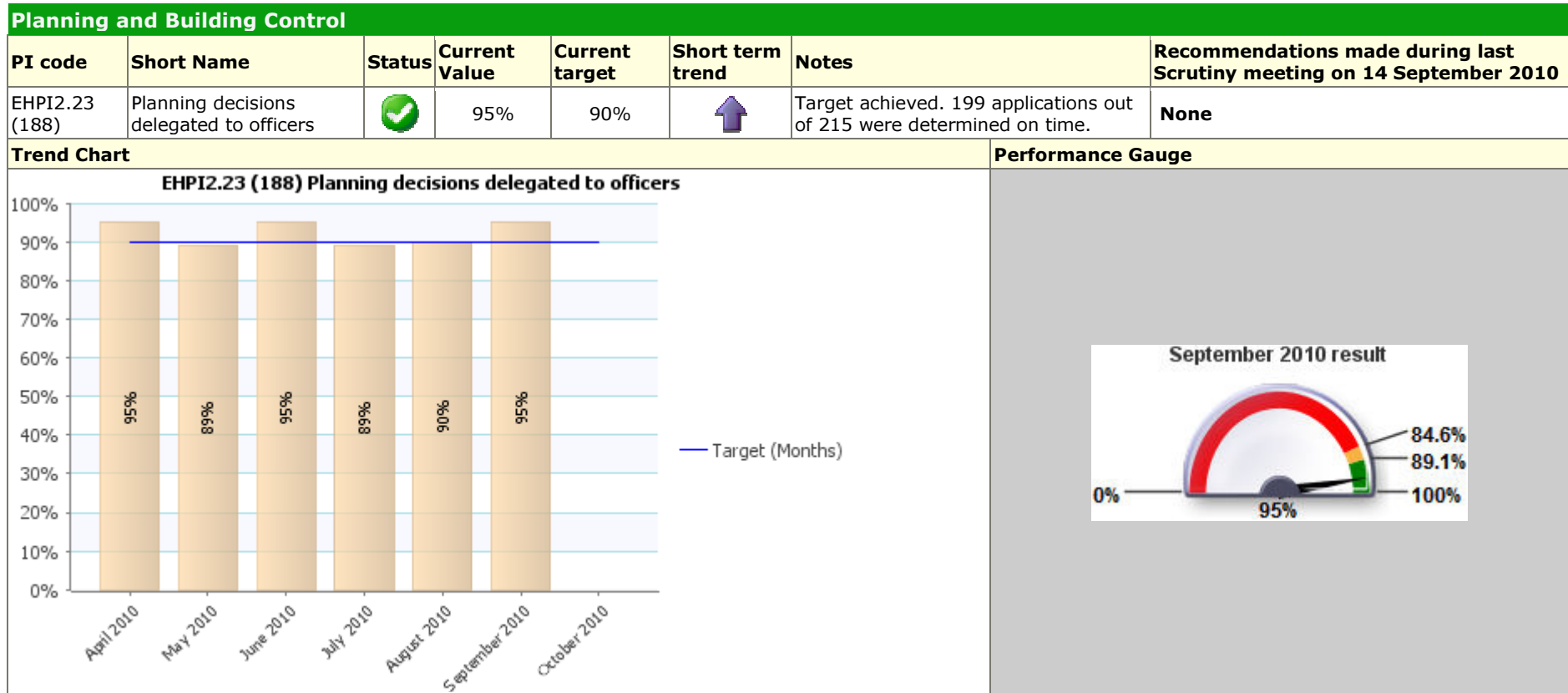








Planning and Building control																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010																
EHPI2.1c	Enforcement actions: planning c) prosecutions		1	1		Target achieved.	None																
Trend Chart						Performance Gauge																	
<p><b>EHPI2.1c Enforcement actions: planning c) prosecutions</b></p>  <table border="1"> <caption>Target (Months)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>0</td></tr> <tr><td>May 2010</td><td>4</td></tr> <tr><td>June 2010</td><td>2</td></tr> <tr><td>July 2010</td><td>1</td></tr> <tr><td>August 2010</td><td>1</td></tr> <tr><td>September 2010</td><td>1</td></tr> <tr><td>October 2010</td><td>0</td></tr> </tbody> </table>						Month	Value	April 2010	0	May 2010	4	June 2010	2	July 2010	1	August 2010	1	September 2010	1	October 2010	0	<p><b>September 2010 result</b></p> 	
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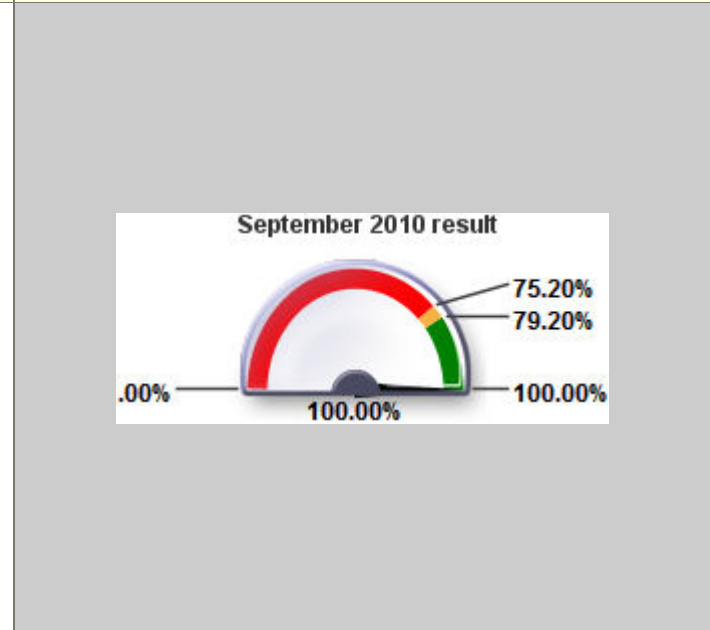
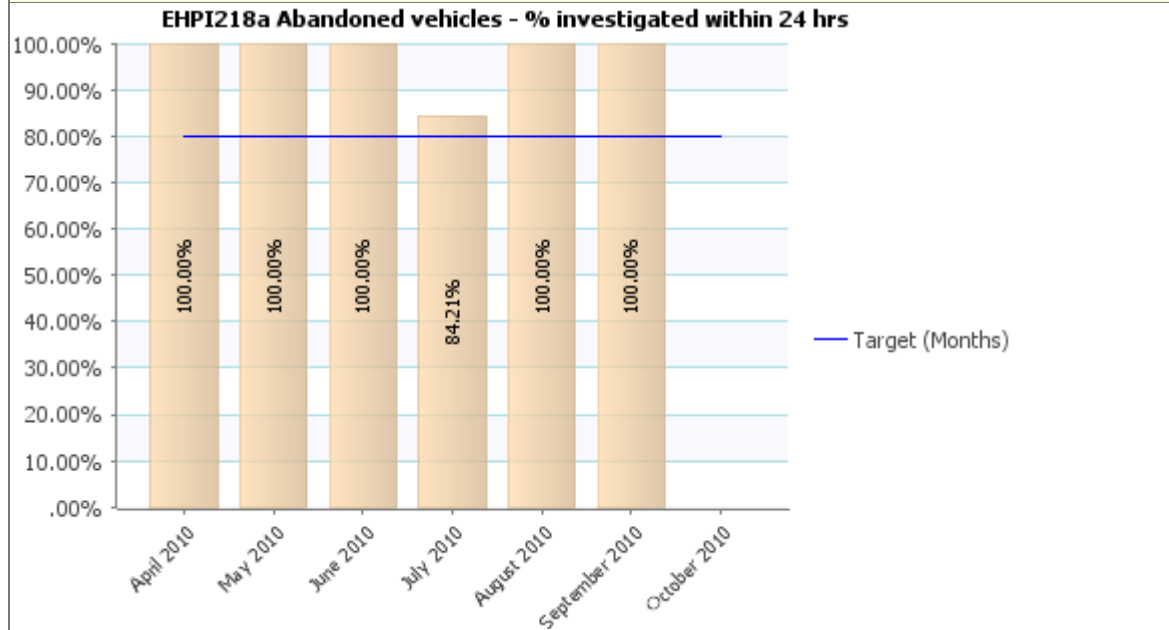


**Traffic Light Green**  
**Description** Pride in East Herts



**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	80.00%		10 vehicles inspected, within 10 days continued the 100% rating of this service.	None

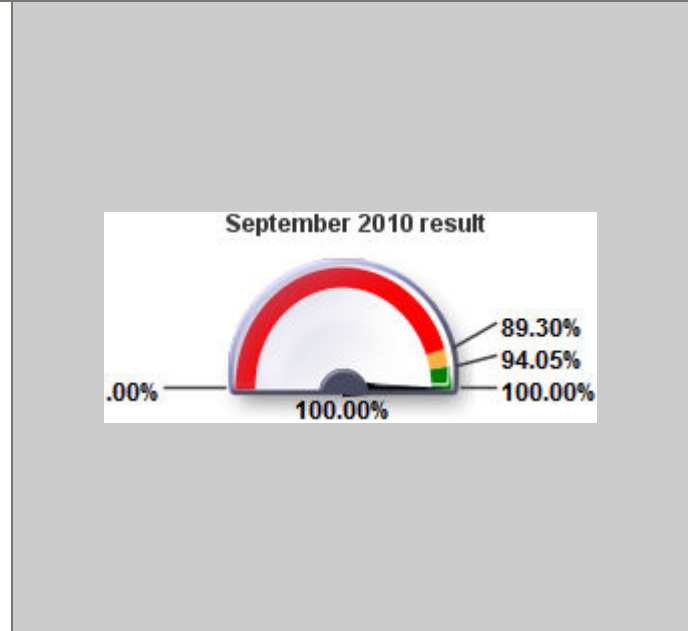
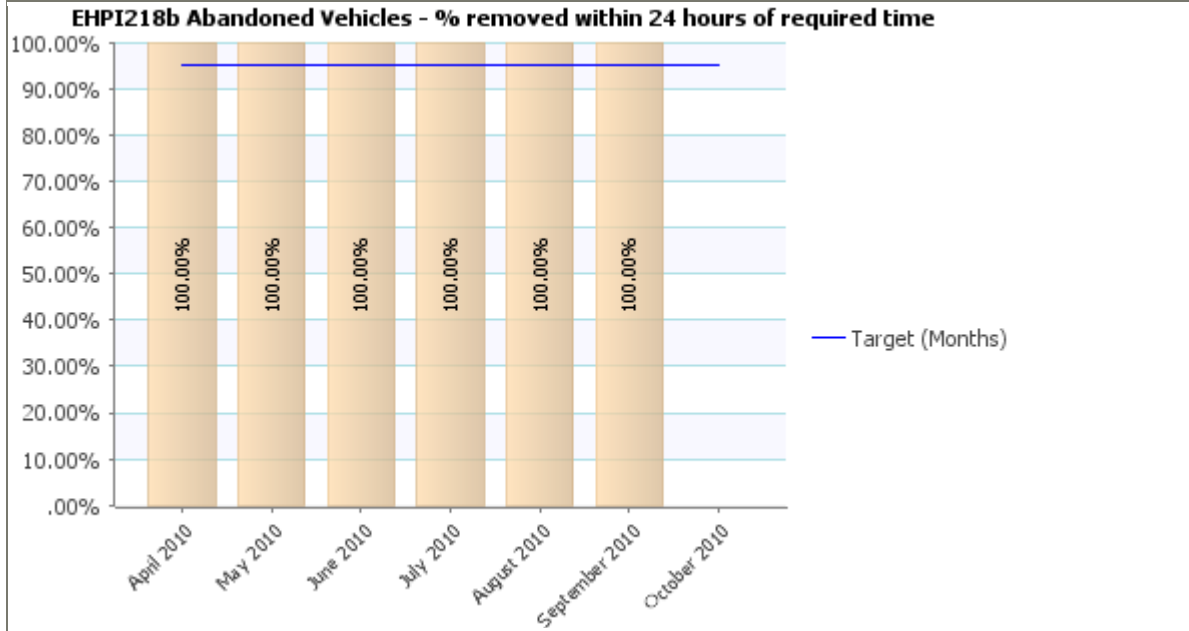
**Trend Chart** **Performance Gauge**



**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		No vehicles removed this month, retaining the 100% performance	None

**Trend Chart** **Performance Gauge**

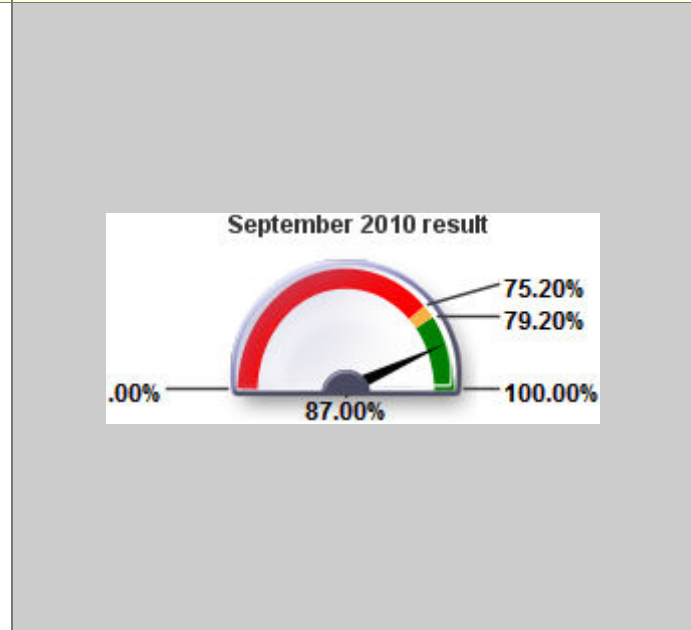
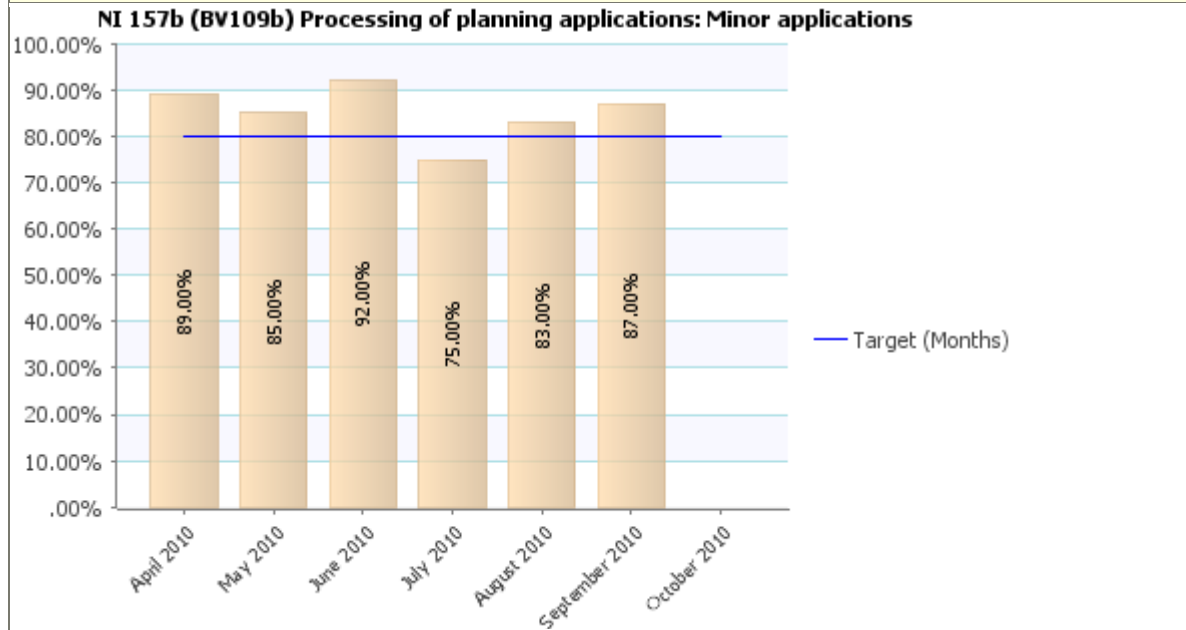


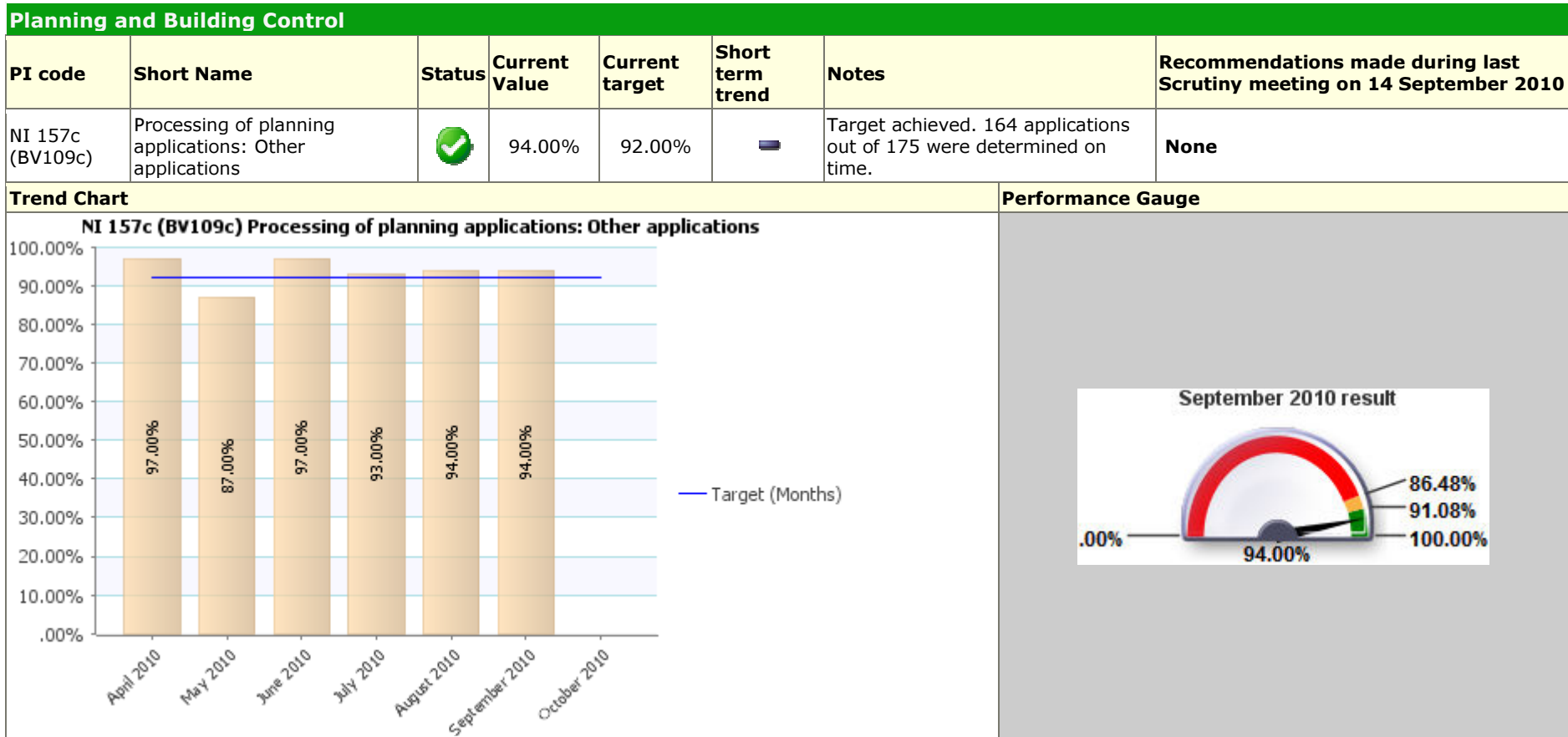
**Traffic Light Green**  
**Description** Shaping now, shaping the future

**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
NI 157b (BV109b)	Processing of planning applications: Minor applications		87.00%	80.00%		Target Achieved. 27 applications out of 31 were determined on time.	None

**Trend Chart** **Performance Gauge**





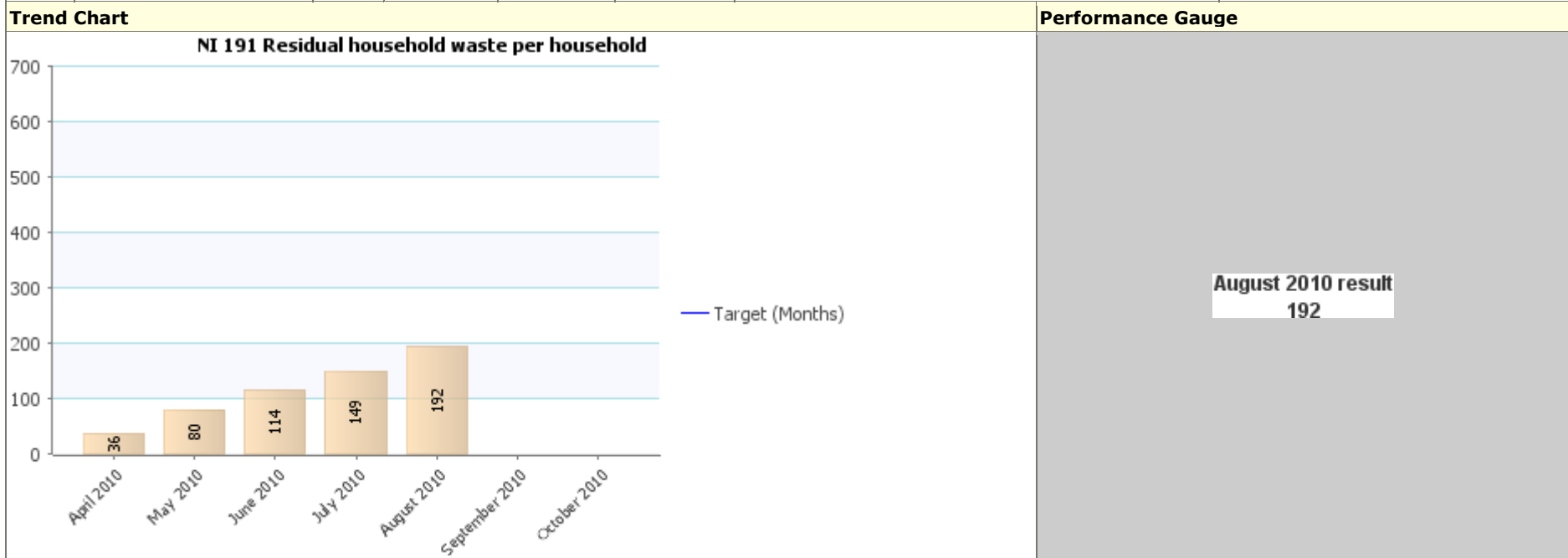




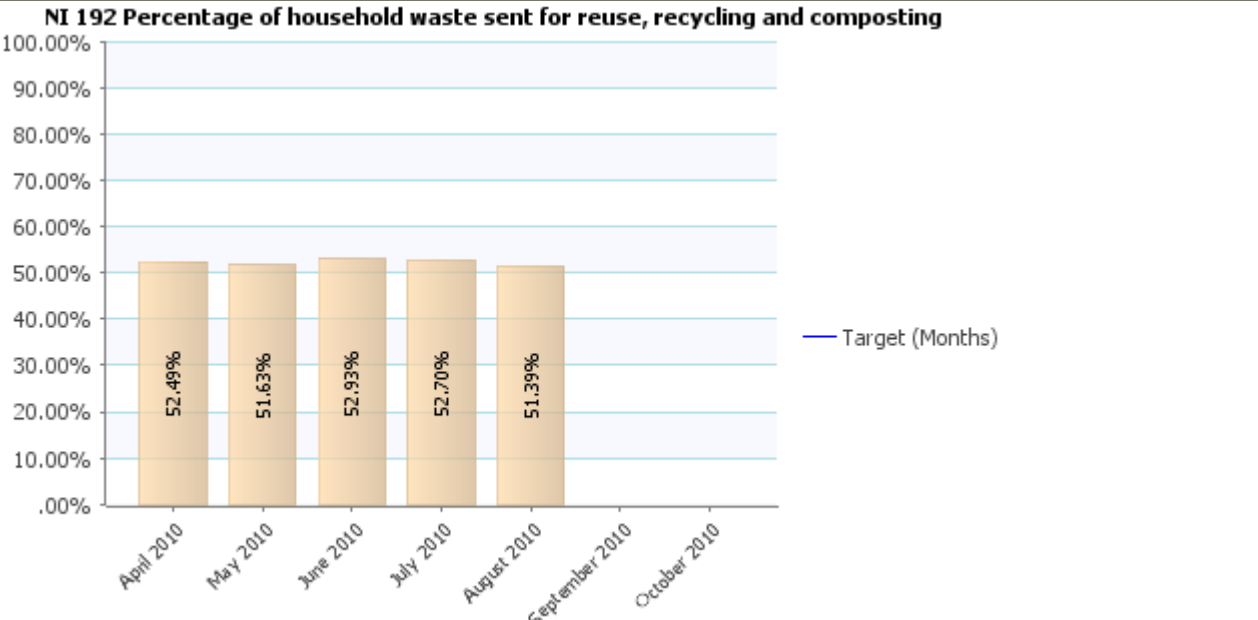


**Traffic Light Data Only**  
**Description** Pride in East Herts

**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010
NI 191	Residual household waste per household		192			This figure remains on target with resident continuing to make use of the extended recycling facilities provided by ARC.	<b>None</b>



Environment Services																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 14 September 2010												
NI 192	Percentage of household waste sent for reuse, recycling and composting		51.39%			A slight decrease on the previous month, however still above target.	<b>None</b>												
Trend Chart						Performance Gauge													
<p><b>NI 192 Percentage of household waste sent for reuse, recycling and composting</b></p>  <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2010</td> <td>52.49%</td> </tr> <tr> <td>May 2010</td> <td>51.63%</td> </tr> <tr> <td>June 2010</td> <td>52.93%</td> </tr> <tr> <td>July 2010</td> <td>52.70%</td> </tr> <tr> <td>August 2010</td> <td>51.39%</td> </tr> </tbody> </table>						Month	Percentage	April 2010	52.49%	May 2010	51.63%	June 2010	52.93%	July 2010	52.70%	August 2010	51.39%	<p><b>August 2010 result</b> 51.39%</p>	
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