
















Environment Scrutiny Corporate Health Check October to January 2010/11

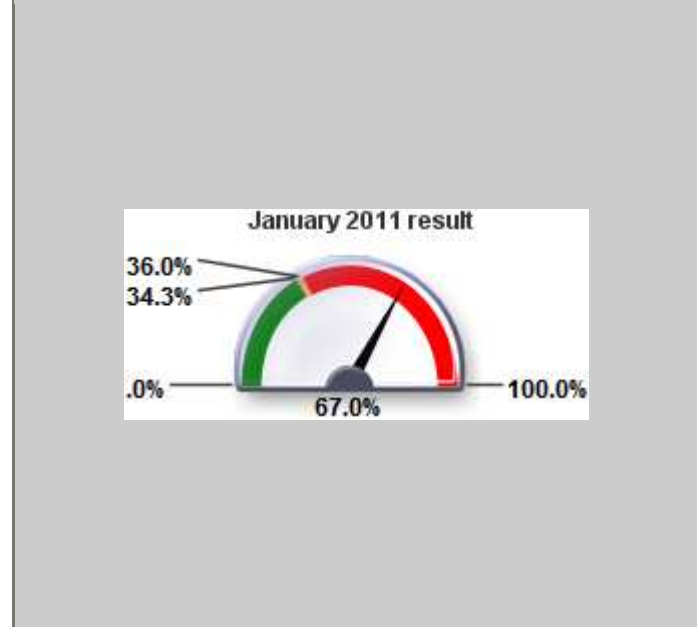
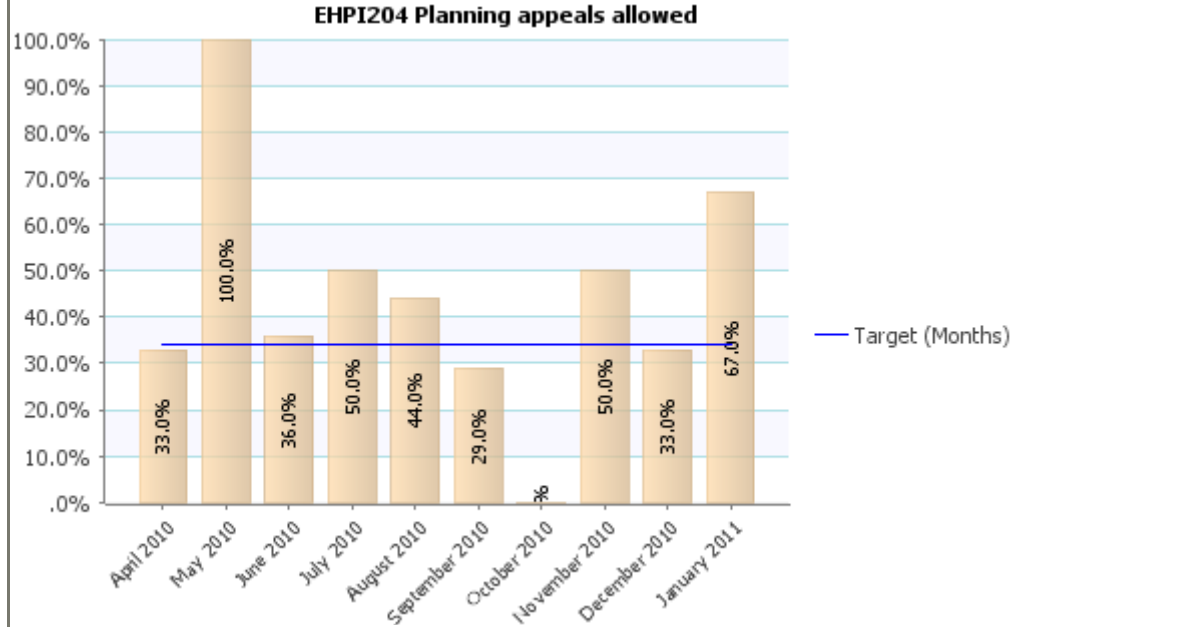
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

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 16 November 2010
EHPI204	Planning appeals allowed		67.0%	34.0%		Six appeal decisions made and four allowed. Review has been undertaken of those allowed. One of these was a committee decision relating to the opening hours of business premises - a decision was made attempting to balance the requirements of the business and neighbouring residential amenity. The three delegated decisions included residential extensions - considered to be excessive, the extension to a residential curtilage - considered to be harmful to the visual appearance and amenity of the area and the construction of a horticultural building - considered to be obtrusive in the open countryside. The decisions of the Council were supported in relation to the refusal to allow the change of use of a premises in Bishop's Stortford from retail to hot food takeaway and the construction of residential outbuildings - considered to impact harmfully on listed buildings and the green belt.	None

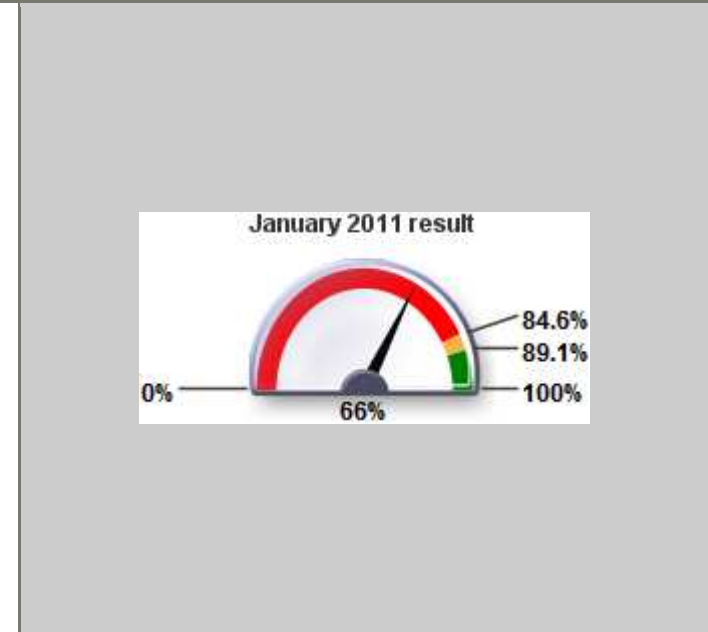
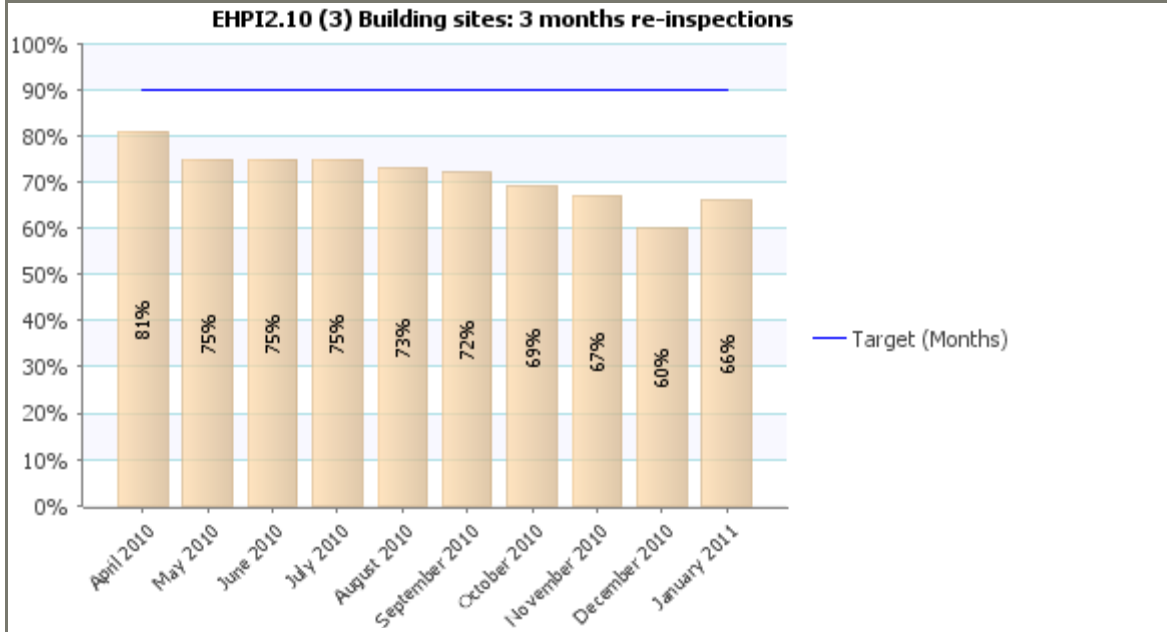
Trend Chart **Performance Gauge**



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections		66%	90%		Reflects recent prioritisation given to application processing to clear backlog at end of year	None



Trend Chart **Performance Gauge**



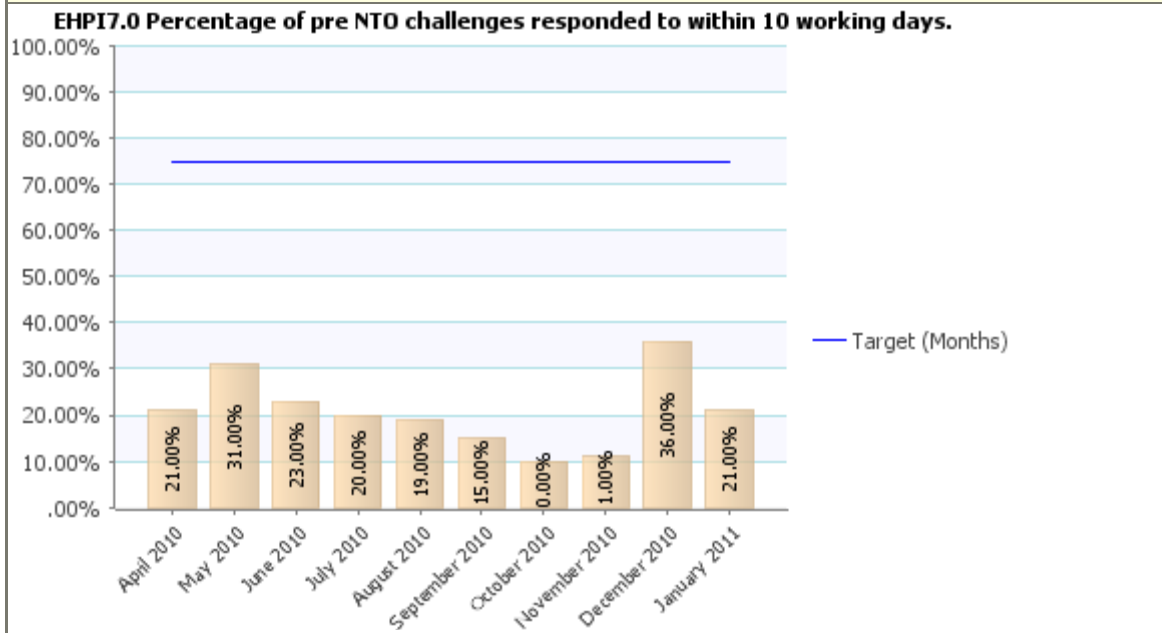
Traffic Light Red

Description Fit for purpose, services fit for you

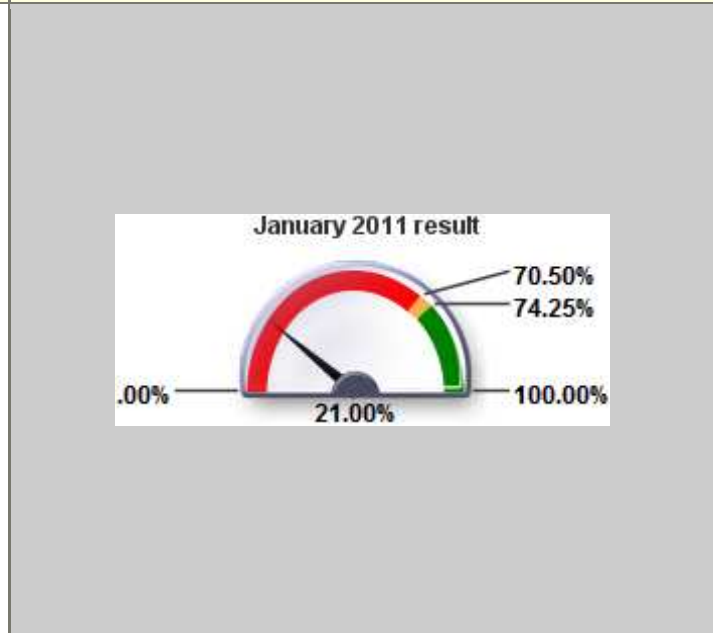
Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		21.00%	75.00%		Fall in performance due to prioritisation of formal notice to owners and greater correspondence following the delay of issuing notices over the Christmas holiday period.	Members have agreed that this indicators 7.0 and 7.1 will be deleted from 1 April 2011 as they largely duplicates EHPI 6.8 and 6.9



Trend Chart



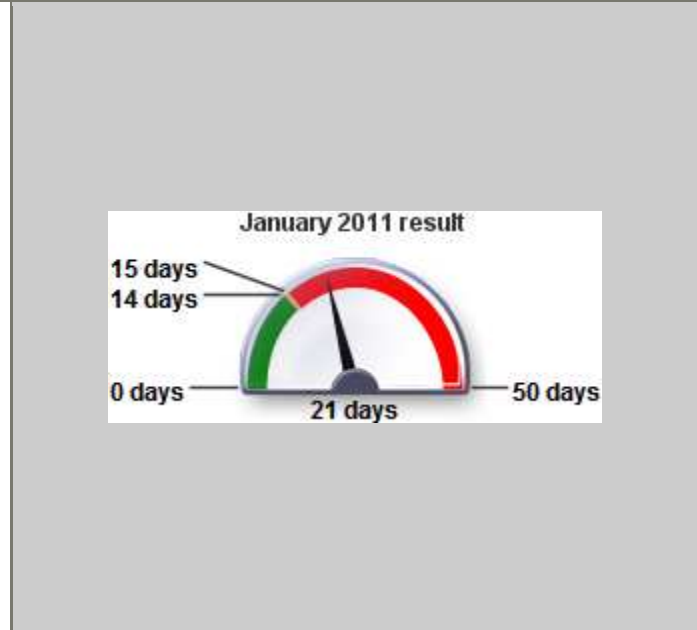
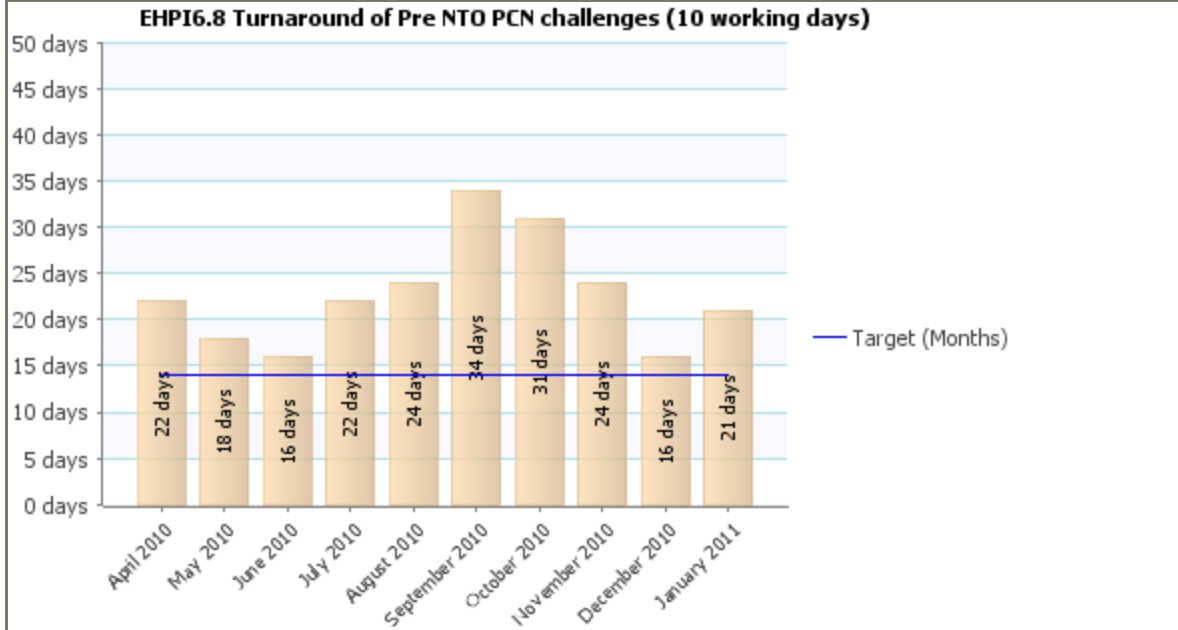
Performance Gauge



Parking Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		21 days	14 days		Slight reduction in performance mainly due to greater correspondence in January, caused by delay of issuing statutory notices for 3 weeks over Christmas holiday period.	Members sought clarification of the terms around this indicator. See body of the report.

Trend Chart **Performance Gauge**

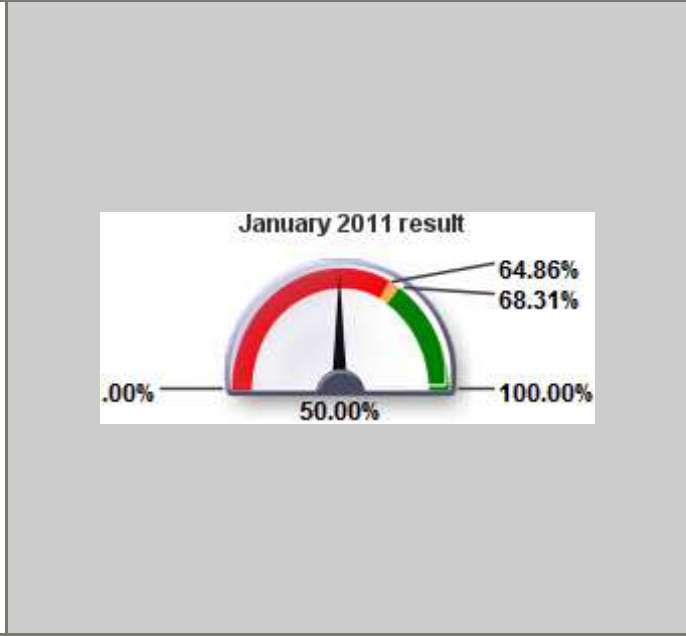
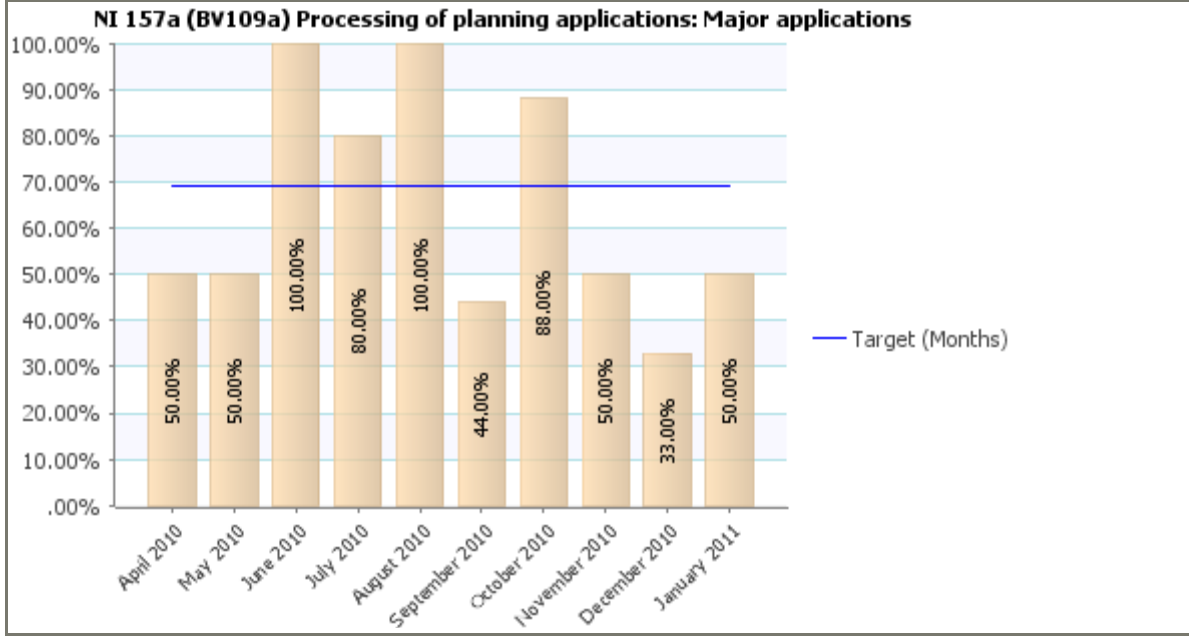


Traffic Light Red
Description Shaping now, shaping the future



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	69.00%		Two applications were determined in the month. One was subject to deferral by the Development Control Committee from the previous month which resulted in the target timescale being exceeded.	None

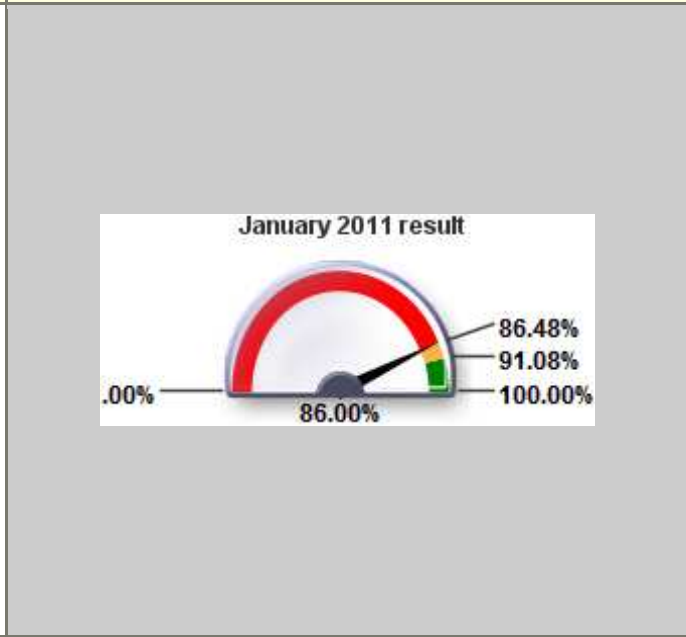
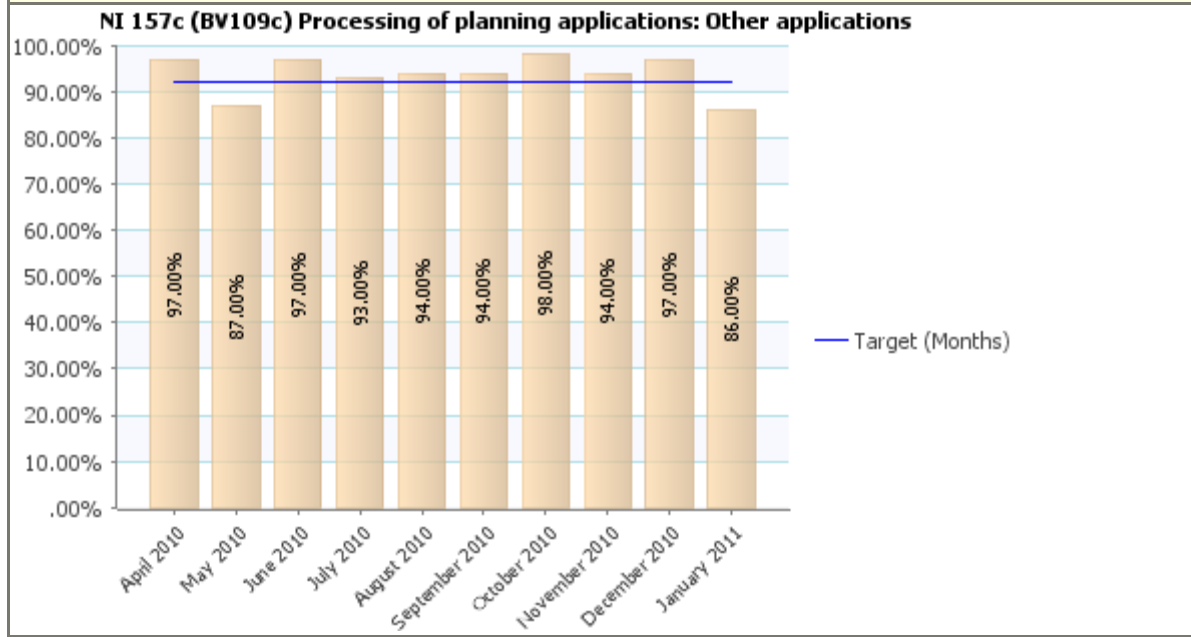
Trend Chart **Performance Gauge**



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
NI 157c (BV109c)	Processing of planning applications: Other applications		86.00%	92.00%		Target not achieved this month with 102 decisions made within the target timescale out of a total of 119. Performance to remain under review to determine whether this is a short term reduction or influenced by longer term factors.	None



Trend Chart **Performance Gauge**



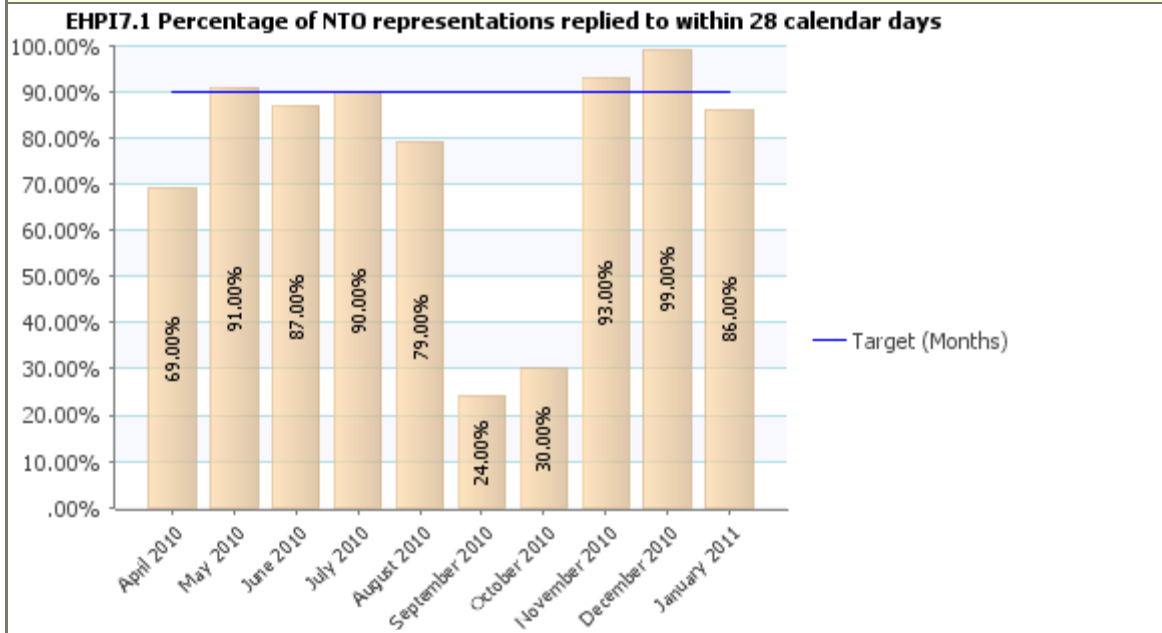
Traffic Light Amber

Description Fit for purpose, services fit for you

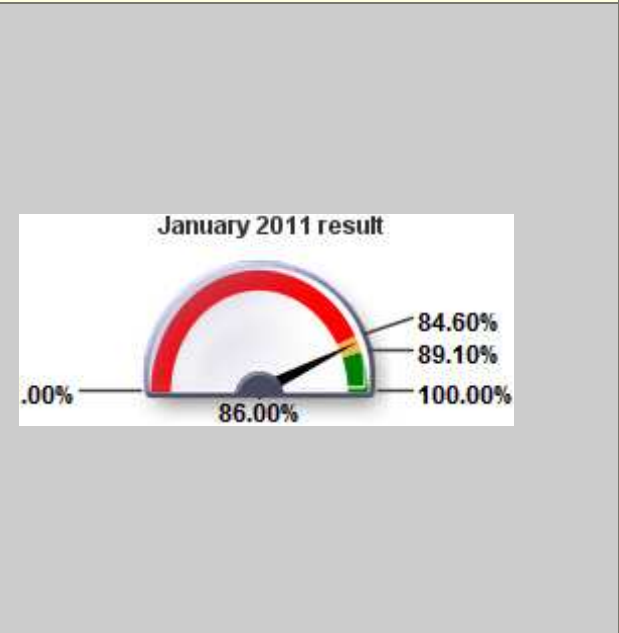
Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
EHPI7.1	Percentage of NTO representations replied to within 28 calendar days		86.00%	90.00%		Slight reduction in performance mainly due to greater correspondence in January, caused by delay of issuing statutory notices for 3 weeks over Christmas holiday period.	Members have agreed that this indicators 7.0 and 7.1 will be deleted from 1 April 2011 as they largely duplicates EHPI 6.8 and 6.9

Trend Chart



Performance Gauge

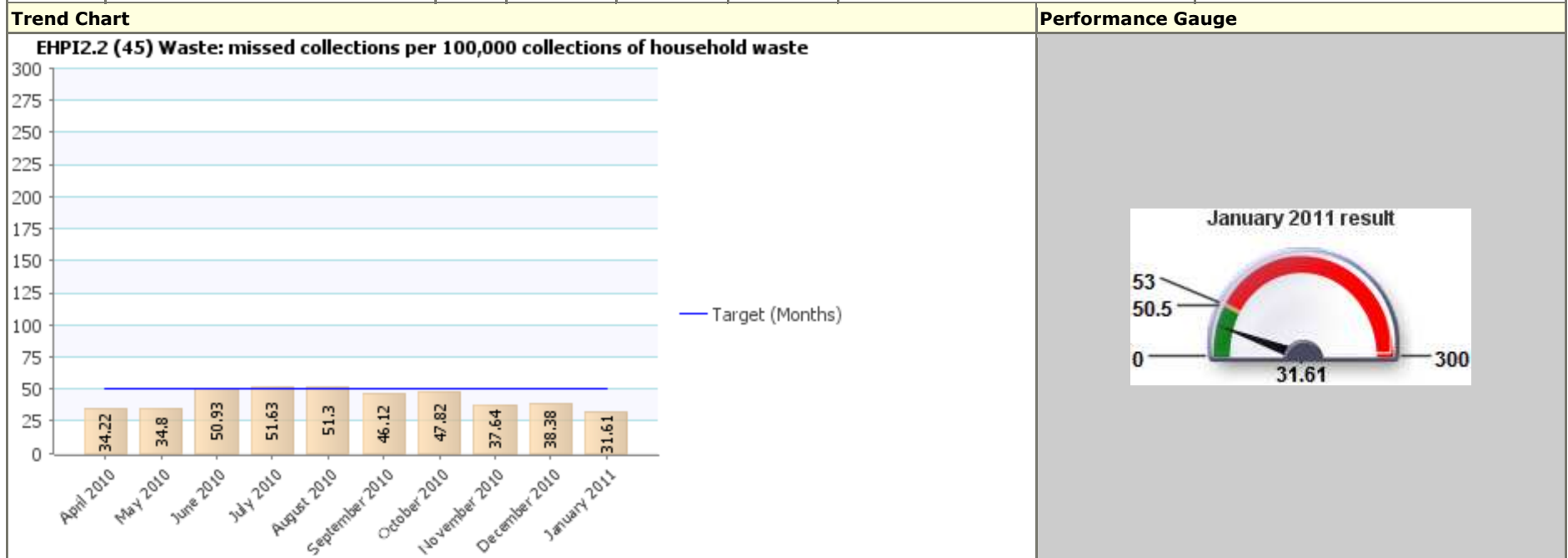




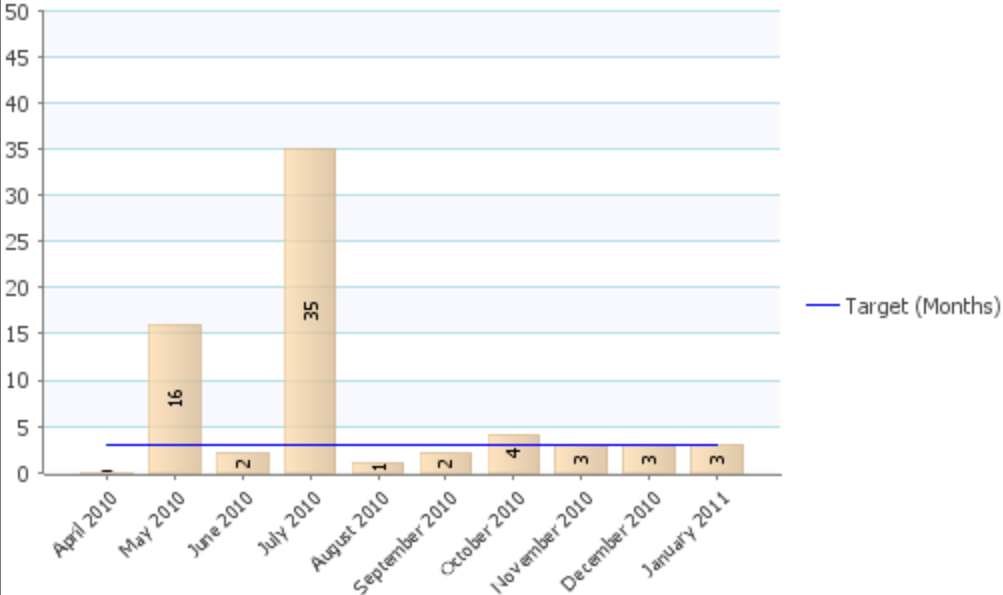

Traffic Light Green

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 16 November 2010
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		31.61	50		Strong performance this month, keeping the year to date below (better) the target.	None



Planning and Building control																																									
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EHP12.1b	Enforcement actions: planning b) formal actions		3	3		Performance on target.	None																																		
Trend Chart						Performance Gauge																																			
<p>EHP12.1b Enforcement actions: planning b) formal actions</p>  <table border="1"> <caption>Enforcement Actions Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>1</td></tr> <tr><td>May 2010</td><td>16</td></tr> <tr><td>June 2010</td><td>2</td></tr> <tr><td>July 2010</td><td>35</td></tr> <tr><td>August 2010</td><td>1</td></tr> <tr><td>September 2010</td><td>2</td></tr> <tr><td>October 2010</td><td>4</td></tr> <tr><td>November 2010</td><td>3</td></tr> <tr><td>December 2010</td><td>3</td></tr> <tr><td>January 2011</td><td>3</td></tr> </tbody> </table>						Month	Value	April 2010	1	May 2010	16	June 2010	2	July 2010	35	August 2010	1	September 2010	2	October 2010	4	November 2010	3	December 2010	3	January 2011	3	<p>January 2011 result</p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr><td>0</td><td>Green</td></tr> <tr><td>3.03</td><td>Green</td></tr> <tr><td>3.18</td><td>Green</td></tr> <tr><td>3</td><td>Grey</td></tr> <tr><td>50</td><td>Red</td></tr> </tbody> </table>		Value	Color	0	Green	3.03	Green	3.18	Green	3	Grey	50	Red
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Planning and Building Control																																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010																																
EHPI2.23 (188)	Planning decisions delegated to officers		93%	90%		Target Achieved. 138 applications out of 149 were determined by officers.	None																																
Trend Chart					Performance Gauge																																		
<p>EHPI2.23 (188) Planning decisions delegated to officers</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>95%</td></tr> <tr><td>May 2010</td><td>89%</td></tr> <tr><td>June 2010</td><td>95%</td></tr> <tr><td>July 2010</td><td>89%</td></tr> <tr><td>August 2010</td><td>90%</td></tr> <tr><td>September 2010</td><td>95%</td></tr> <tr><td>October 2010</td><td>88%</td></tr> <tr><td>November 2010</td><td>92%</td></tr> <tr><td>December 2010</td><td>88%</td></tr> <tr><td>January 2011</td><td>93%</td></tr> </tbody> </table> <p>— Target (Months)</p>					Month	Value (%)	April 2010	95%	May 2010	89%	June 2010	95%	July 2010	89%	August 2010	90%	September 2010	95%	October 2010	88%	November 2010	92%	December 2010	88%	January 2011	93%	<p>January 2011 result</p> <table border="1"> <caption>Performance Gauge Milestones</caption> <thead> <tr> <th>Percentage</th> <th>Color</th> </tr> </thead> <tbody> <tr><td>0%</td><td>Red</td></tr> <tr><td>84.6%</td><td>Red</td></tr> <tr><td>89.1%</td><td>Yellow</td></tr> <tr><td>100%</td><td>Green</td></tr> </tbody> </table> <p>93%</p>			Percentage	Color	0%	Red	84.6%	Red	89.1%	Yellow	100%	Green
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Traffic Light Green

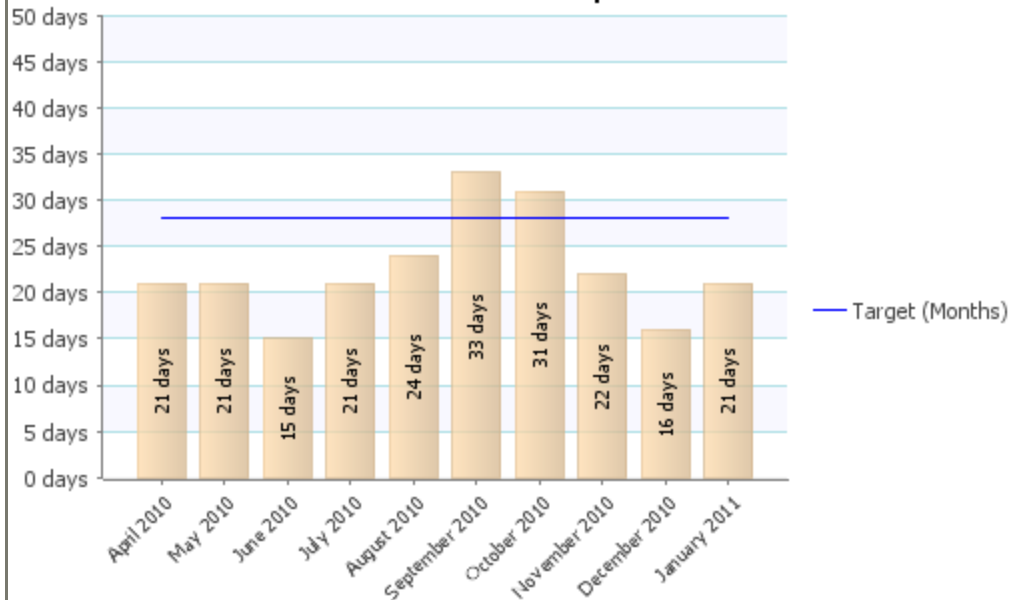
Description Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
EHPI6.9	Turnaround of NTO Representations		21 days	28 days		This PI remains within target	Members sought clarification of the terms around this indicator. See body of the report

Trend Chart

EHPI6.9 Turnaround of NTO Representations



Performance Gauge

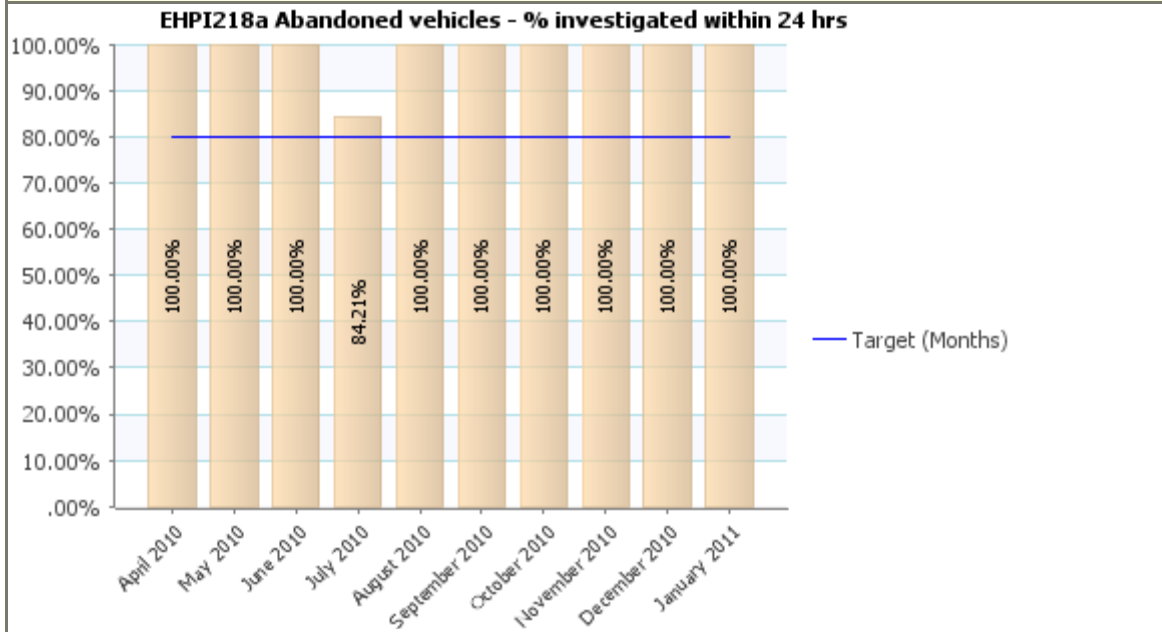


Traffic Light Green
Description Pride in East Herts

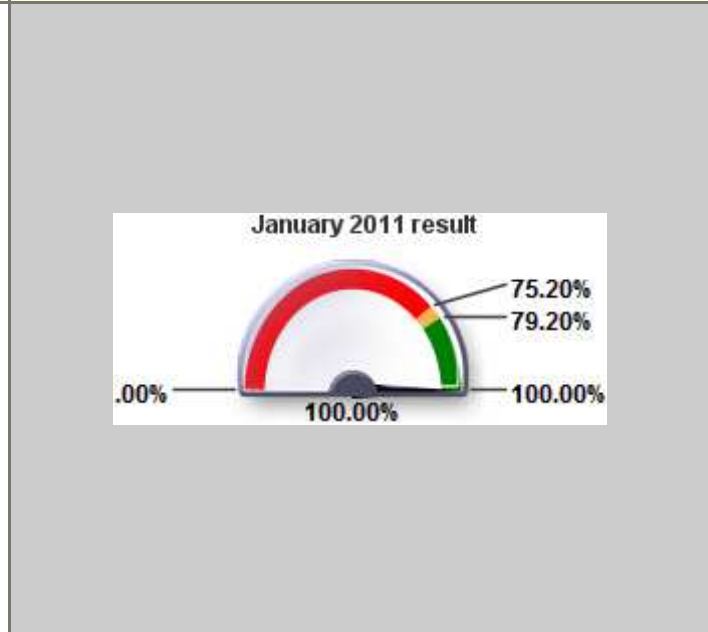
Environment Services



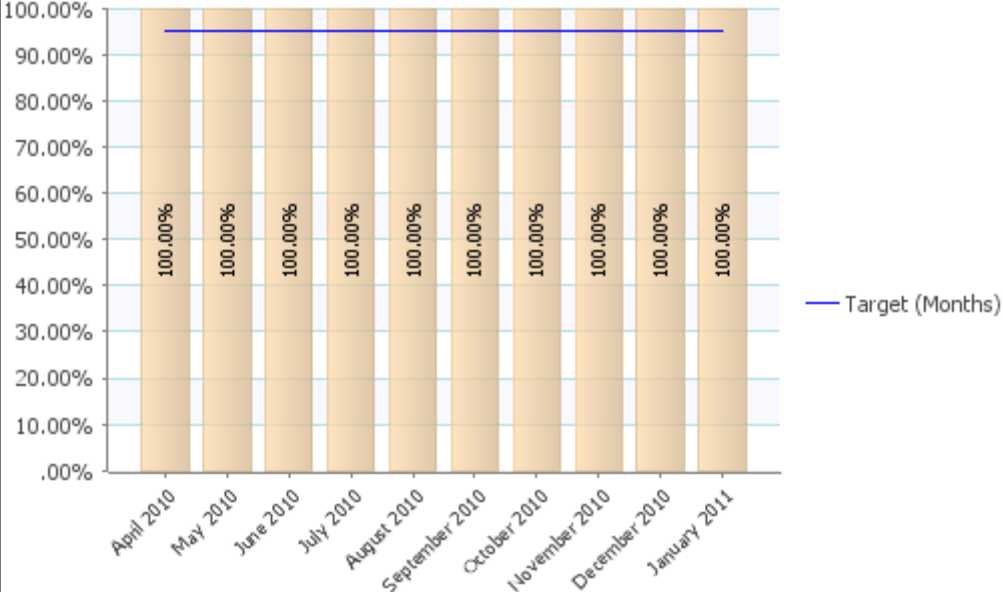

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	80.00%		Performance continues at maximum.	None

Trend Chart



Performance Gauge



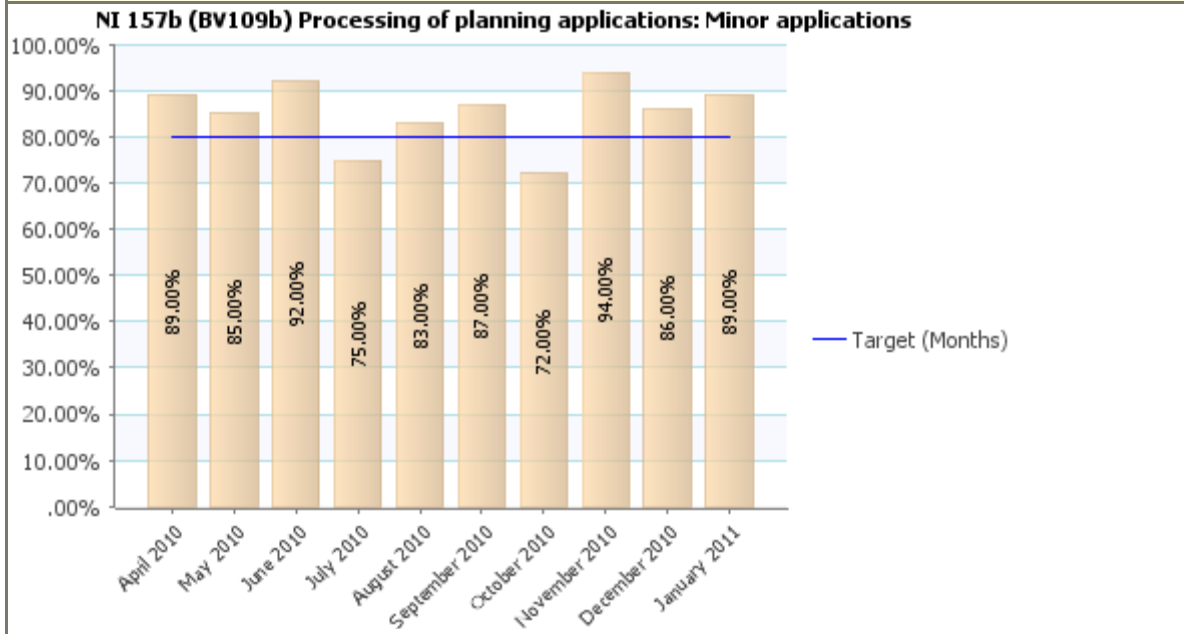
Environment Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010																											
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		Performance continues at the highest level but only one vehicle required removal this month.	None																											
Trend Chart						Performance Gauge																												
<p>EHPI218b Abandoned Vehicles - % removed within 24 hours of required time</p>  <table border="1"> <caption>EHPI218b Abandoned Vehicles - % removed within 24 hours of required time</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>100.00%</td></tr> <tr><td>May 2010</td><td>100.00%</td></tr> <tr><td>June 2010</td><td>100.00%</td></tr> <tr><td>July 2010</td><td>100.00%</td></tr> <tr><td>August 2010</td><td>100.00%</td></tr> <tr><td>September 2010</td><td>100.00%</td></tr> <tr><td>October 2010</td><td>100.00%</td></tr> <tr><td>November 2010</td><td>100.00%</td></tr> <tr><td>December 2010</td><td>100.00%</td></tr> <tr><td>January 2011</td><td>100.00%</td></tr> </tbody> </table>						Month	Value (%)	April 2010	100.00%	May 2010	100.00%	June 2010	100.00%	July 2010	100.00%	August 2010	100.00%	September 2010	100.00%	October 2010	100.00%	November 2010	100.00%	December 2010	100.00%	January 2011	100.00%	<p>January 2011 result</p>  <table border="1"> <caption>Performance Gauge Markers</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>0.00%</td></tr> <tr><td>100.00%</td></tr> <tr><td>94.05%</td></tr> <tr><td>89.30%</td></tr> </tbody> </table>		Value (%)	0.00%	100.00%	94.05%	89.30%
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Traffic Light Green
Description Shaping now, shaping the future

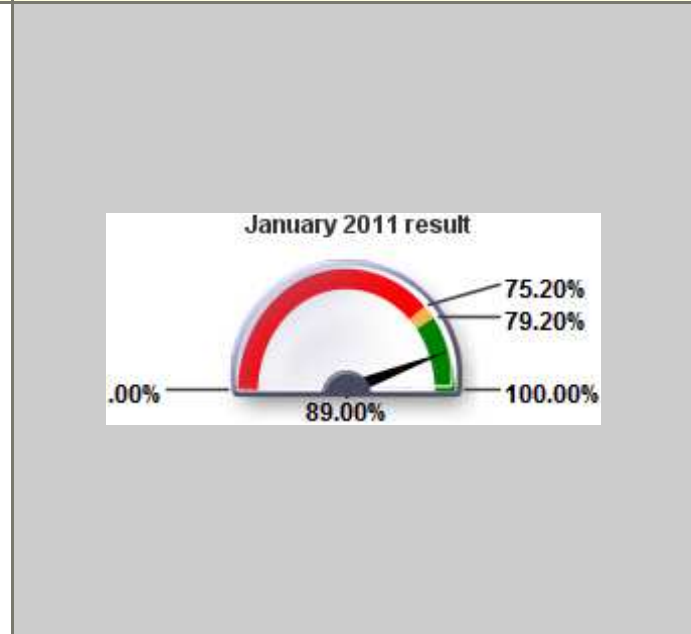
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
NI 157b (BV109b)	Processing of planning applications: Minor applications		89.00%	80.00%		Target Achieved. 25 applications out 28 were determined on time.	None

Trend Chart



Performance Gauge

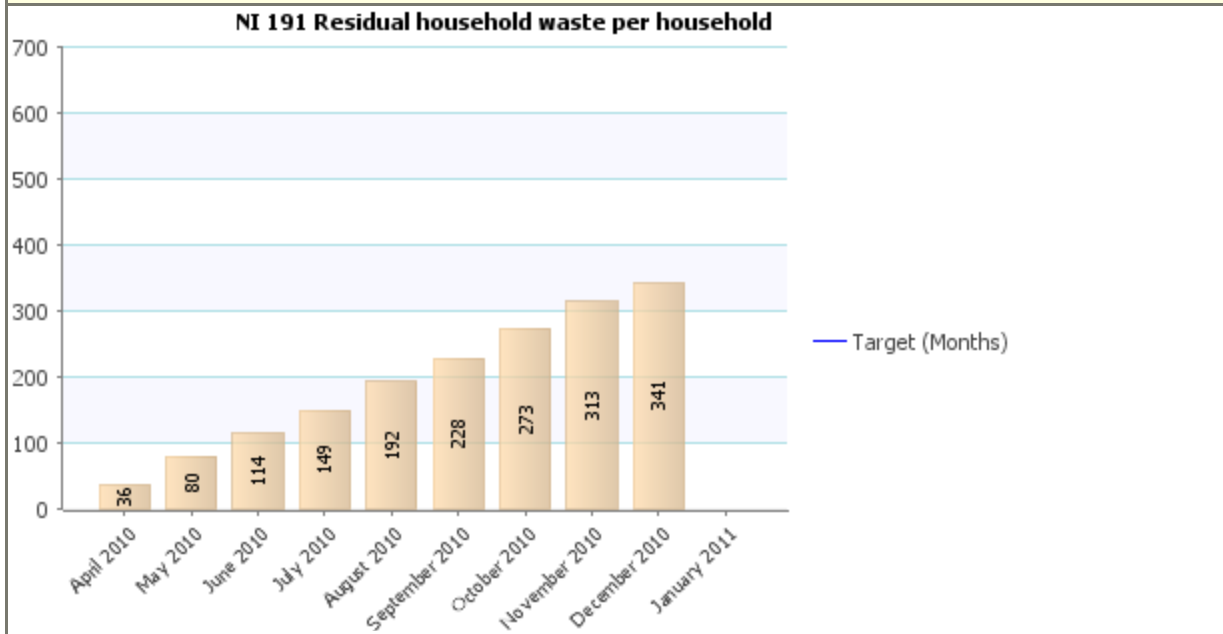


Traffic Light Unknown
Description Pride in East Herts

Environment Services



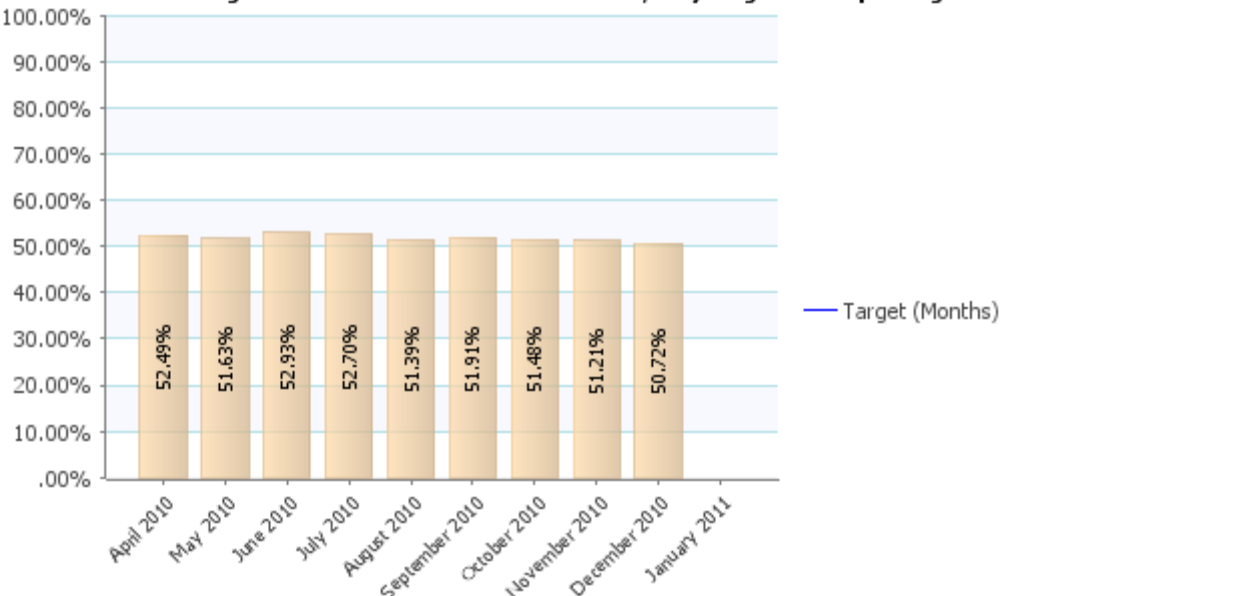
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010
NI 191	Residual household waste per household		341			Waste levels remain below expectations with performance expected to be around predicted outturn at year end, well below (better) target.	None

Trend Chart



Performance Gauge

N/A

Environment Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 16 November 2010																						
NI 192	Percentage of household waste sent for reuse, recycling and composting		50.72%			Although performance is lower this month due to combination of the season, bad weather and disruption to collection schedules it is still above target for the year.	None																						
Trend Chart						Performance Gauge																							
<p>NI 192 Percentage of household waste sent for reuse, recycling and composting</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> <tr><td>September 2010</td><td>51.91%</td></tr> <tr><td>October 2010</td><td>51.48%</td></tr> <tr><td>November 2010</td><td>51.21%</td></tr> <tr><td>December 2010</td><td>50.72%</td></tr> <tr><td>January 2011</td><td>50.72%</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%	September 2010	51.91%	October 2010	51.48%	November 2010	51.21%	December 2010	50.72%	January 2011	50.72%	<p>N/A</p>	
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