

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 MARCH 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. ENVIRONMENT SCRUTINY HEALTH CHECK – OCTOBER 2010 TO JANUARY 2011

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 2010 to January 2011.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE: that

(A)	Performance be scrutinised and the Executive be informed of any recommendations.
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1.0 Background




1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period October 2010 to January 2011.



1.3 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 January 2011 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 is 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 in 'red' are listed first etc.

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

Caring about what's built and where

Performance analysis:

- 2.1 **EHPI 2.10(3) – Percentage of building sites re-inspected in less than 3 months.** Performance was 'Red' for January 2011. Performance reflects recent prioritisation given to application processing to clear the backlog at the end of the year. Members are to note that there is no estimated outturn available for this indicator as it will not be monitored for 2011/12. This was identified in the 2010/11 Estimates and Future Targets report that went to Joint Scrutiny on 15 February 2011.
- 2.2 **EHPI 204 – Planning appeals allowed.** Performance was 'Red' in January 2011. Six appeal decisions were made and four were allowed. A 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 decisions of the Council were supported in relation to the refusal to allow the change of use of a premise 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. Members are to note that there is no estimated outturn available for this indicator as it will not be monitored for 2011/12. This was identified in the 2010/11 Estimates and Future Targets report that went to Joint Scrutiny on 15 February 2011.

2.3 Performance for the following indicators was 'Green', which means that the targets were either being met or exceeded for January 2011. They are;

- EHPI 2.1b - Enforcement actions: planning b) formal actions.
- EHPI 2.1c - Enforcement actions: planning c) prosecutions.
- EHPI 2.2(45) - Number of collections missed per 100,000 collections of household waste.
- EHPI 2.23(188) – Planning decisions delegated to officers.

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

Pride in East Herts

Performance analysis:

2.4 **NI 191 - Residual household waste per household (performance data reported one month in arrears – data is cumulative).**

Performance in January 2011 showed that waste levels continue to be better (lower) than the Hertfordshire Waste Partnership target. This due to increased recycling and composting and an overall reduction in the level of all waste. Based on the 2010/11 estimates the annual target of 595 is expected to be exceeded with an estimated end of year 2010/11 outturn of 470.

2.5 **NI 192 - Percentage of household waste sent for reuse, recycling and composting (performance data reported one month in arrears).** In January 2011 Performance continued to be above expectations; however there was a slight decline from the previous month due to a combination of the season, bad weather and disruption to collection schedules. It is still above target for the year. The 2010/11 annual target of 48.00% is expected to be

exceeded with an estimated end of year 2010/11 outturn of 49.30%.

2.6 Performance for the following indicators was 'Green', which means that targets were either being met or exceeded for January 2011. They are:

- EHPI 218a - Abandoned Vehicles - % investigated within 24 hours
- EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time.

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

Fit for purpose:

Performance analysis:

2.7 Performance for the following Parking indicators was 'Red' for January 2011 and declined from the previous month from 16 days to 21 days (for EHPI 6.8) and 36% to 21% (for EHPI 7.0). The decline in performance is due to the printing of statutory notices being delayed for nearly 3 weeks because of the holiday period which has had a knock-on effect of greater numbers of correspondence being received throughout January. (See **Essential Reference Paper B** for more details):

- EHPI 6.8 - Turnaround of pre NTO PCN challenges
- EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.

2.8 **EHPI 7.1 - % PCN Representations responded to within 28 days.** Performance was 'Amber' in January 2011. 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 are to note that there is no estimated outturn available for this indicator as it will not be monitored for 2011/12. This was identified in the 2010/11 Estimates and Future Targets report that went to Joint Scrutiny on 15 February 2011.

2.9 Performance for the following indicator was 'Green', which means that the target was either being met or exceeded for January 2011. It was:

- EHPI 6.9 - Turnaround of PCN Representations.
- 2.10 At the October meeting members requested further explanation of the indicators and officers have provided the following;
- 2.11 When a penalty notice is issued, the owner of the vehicle will see the notice on their vehicle and may challenge the penalty notice. Such challenges are not part of the statutory process so the parking service has adopted the council's service standard of 10 working days (usually 14 calendar days) for the council to respond to such challenge. EHPI 6.8 is a measure of the time we take to respond.
- 2.12 The next stages in the process are set by statute. If a penalty notice has been issued and remains unpaid after 28 days the council must issue a "Notice to Owner" to give notice to the owner that unless the penalty is paid, the council may commence recovery action. The notice informs the vehicle owner that if they wish to make a representation that they believe the penalty should not be paid, they must complete and return a statutory form (which we provide with the notice) to us within 28 days. Should they decide return a statutory form the council then has a statutory duty to respond to their representation within 56 days. EHPI 6.9 is a measure of the time we take to respond to any representations we receive.

Please refer to Essential Reference Paper 'B' for full details.

Shaping now, shaping the future

Performance analysis:

- 2.13 **NI 157a – Processing of planning applications: 'Major' applications.** Performance was 'Red' in January 2011. Two applications were determined in the month. One was subject to deferral by the Development Control Committee from the previous meeting which resulted in the target timescale being exceeded. Based on the 2010/11 estimates the annual target of 69.00% is not expected to be met with an estimated end of year 2010/11 outturn of 67.00%.
- 2.14 **NI 157c – Processing of planning applications: Other applications.** Performance was 'Red' in January 2011. Target not achieved this month with 102 decisions made within the target timescale out of a total of 119. Performance is remaining under review to determine whether this is a short term reduction or influenced by longer term factors. Based on the 2010/11 estimates

the annual target of 92.00% is expected to be met with an estimated end of year 2010/11 outturn of 94.00%.

2.15 The following indicator was 'Green', meaning that the target was either met or exceeded for January 2011. It was:

- NI 157b - Processing of planning applications: Minor applications.

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

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'**.

Essential Reference Papers:

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for the period October 2010 to January 2011.

Background Papers:

- Guidance note available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper D.
- List of Performance Indicator definitions available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - Essential Reference Paper E.
- Joint Scrutiny 15 February 2011 – 2010/11 Estimates and Future Targets report.

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p>
Consultation:	Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.