

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 7 JUNE 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

8. ENVIRONMENT SCRUTINY HEALTH CHECK – FEBRUARY TO MARCH 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 February 2011 to March 2011.

RECOMMENDATION FOR SCRUTINY MEMBERS:

<u>RECOMMENDATION FOR SCRUTINY MEMBERS:</u>	
(A)	That performance be scrutinised and the Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period February 2011 to March 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 March 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 March 2011. There was a slight improvement this month compared to the previous month but inspections are currently reactive. However the end of year outturn position has been exceeded achieving 72% against the annual target of 50%.
- 2.2 **EHPI 2.23 - Planning decisions delegated to officers.** Performance was 'Amber' in March 2011. The target was not achieved due to 2 Development Control Committee meetings taking place. As a result a larger proportion of the decisions made were at committee level. The same situation occurred in May 2010, the last period when two meeting were held.
- 2.3 **EHPI 90b - Satisfaction with waste recycling.** There is no 2010/11 performance outturn for this indicator as the next residents survey is due to take place in 2011/12.

2.4 Performance for the following indicators were 'Green', which means that the targets were either being met or exceeded for March 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 204 – Planning appeals allowed.

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

Pride in East Herts

Performance analysis

- 2.5 **NI 195b - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus.** The annual performance target for 2010/11 was not met showing a 'Red' status. This was due to a slightly higher detritus score compared to 2009/10, which reflects a sample that included a greater number of rural roads without kerbs. The nature of these roads means that there is a greater accumulation of road dirt from adjacent verges and banks, particularly after rain and snow.
- 2.6 **NI 191 - Residual household waste per household (performance data reported one month in arrears – data is cumulative).** The annual performance target for 2010/11 has been achieved. Overall performance was better than service expectations throughout the year, however, in common with the rest of Hertfordshire and following the national trend, there was an upturn in the fourth Quarter.
- 2.7 **NI 192 - Percentage of household waste sent for reuse, recycling and composting (performance data reported one month in arrears).** The annual performance target for 2010/11 has been achieved. Performance had been above service expectations and has been throughout the year, although it dipped in the fourth Quarter when in common with all other collection authorities in Hertfordshire waste arisings increased (this follows the national trend, which started in Quarter 3), whilst due to the dry spring composting levels were lower than normal.
- 2.8 **NI 185 - CO2 reduction from local authority operations.** The

2010/11 performance outturn is not currently available. Performance outturn data will not be available until July 2011 when the final data is provided for 2010/11 by our external contractors. There is always a few months delay as the data has to be collected and analyzed.

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

- EHPI 218a - Abandoned Vehicles - % investigated within 24 hours
- EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time
- NI 195a - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter
- NI 195c - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti
- NI 195d - Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting
- NI 197 - Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented.

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

Fit for purpose

Performance analysis

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

Performance was 'Red' for March 2011 for these indicators. The end of year outturn positions for these indicators have not met their performance target achieving 22 days against a local target of 14 days (for EHPI 6.8) and 23% against a local target of 75% (for EHPI 7.0).

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

- EHPI 6.9 - Turnaround of PCN Representations.
- EHPI 7.1 - % PCN Representations responded to within 28 days.

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

Shaping now, shaping the future

Performance analysis

- 2.12 **NI 157b - Processing of planning applications: 'Minor' applications.** Performance was 'Red' in March 2011. 10 decisions out of a total of 37 were made outside of the target timescale. Five of the out of timescale decisions were made by the committee, with the longer lead in times to decision making. There were delays in the other five cases as a result of potential a building listing by English Heritage, legal agreement formulation, the requirement for amendment and negotiation with regard to the proposed development and sickness absence. However the end of year outturn position has been exceeded achieving 83.00% against a target of 80.00%.
- 2.13 **NI 159 - Supply of ready to develop housing sites.** The 2010/11 performance outturn is not currently available. Data analysis of housing delivery undertaken by Hertfordshire County Council at the end of year and details are usually available by June/July 2011. Calculation of land supply is not possible until data on supply which has been utilised (housing built) is available. Data will be included in the Councils Annual Monitoring Report due to be produced in December 2011. The Council's performance management system will be updated at the same time.
- 2.14 The following indicator was 'Green', meaning that the target was either met or exceeded for March 2011. It was:
- NI 157a – Processing of planning applications: Major applications.
 - NI 157c - Processing of planning applications: Other applications.

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

Unit Cost indicators

- 2.10 Members are to note the following unit cost performance indicators will not have outturn data until the close of the 2010/11 financial accounts in July 2011. Therefore the unit cost data will be reported in the next Environment Scrutiny Healthcheck report on 13 September

2011:

- EHPI 8.28 - Net cost of Development Control per application
- EHPI 8.30 - Net cost of Building Control per inspection
- EHPI 8.47 - Net cost of Street Cleaning per annual linear kilometres cleansed
- EHPI 8.48 - Net cost of Domestic Refuse Collection per the number of properties
- EHPI 8.49 - Net cost of Recycling per the number of collections per annum
- EHPI 86 - Cost of household waste collection.

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'.

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 Papers:

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for period February 2011 to March 2011.

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:	None specific to this report
Financial:	None specific to this report
Human Resource:	None specific to this report
Risk Management:	None specific to this report