

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 NOVEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. ENVIRONMENT SCRUTINY HEALTHCHECK – JULY 2011 TO AUGUST 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 July 2011 to August 2011.

RECOMMENDATION FOR DECISION: that

(A)	That 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 July 2011 to August 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 August 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

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

Pride in East Herts

Performance analysis

- 2.1 **NI 191 - Residual household waste per household.** Performance has improved with less residual waste collected in June and July compared to the first 2 months of the year. As a result projected performance is close to that expected.
- 2.1 **NI 192 - Percentage of household waste sent for reuse, recycling and composting.** Performance improved in July due to a significant increase in the amount of compostable waste collected and is currently above the anticipated target.
- 2.2 Performance for the following indicators were 'Green', which means that targets were either being met or exceeded for August 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

- 2.3 **EHPI 6.8 - Turnaround of pre NTO PCN challenges.** Performance was 'Red' for August 2011. Performance remains unchanged from last month. Staff absences due to annual leave continue to affect response times.
- 2.4 The following indicator was 'Green', meaning that targets were either met or exceeded for August 2011. It is:
- EHPI 6.9 – Turnaround of NTO Representations

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

Shaping now, shaping the future

Performance analysis

- 2.5 **EHPI 204 – Planning appeals allowed.** Performance was 'Red' in August 2011. Four out of eight appeals were allowed although one was part allowed.
- 2.6 **NI 157a - Processing of planning applications: 'Major' applications.** Performance was 'Red' for August 2011. The decision for the singular application received was made out of time.
- 2.7 **NI157b – Processing of planning applications: 'Minor' applications.** Performance was 'Amber' for August 2011. 7 decisions out of 35 were made outside of the timescale. 4 of these delayed decisions were made by the committee, 1 was subject to a legal agreement and 1 deferred by committee for additional information, which all led to delays.
- 2.8 The following indicators were 'Green', meaning that targets were either met or exceeded for August 2011. They are:
- NI 157c - Processing of planning applications: Other applications.
 - 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 - Planning decisions delegated to officers.

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

Unit Cost indicators

2.8 Members are reminded that the following unit cost performance indicators were previously reported to Members unaudited. The Unit cost indicators have now been audited and there has been no change from what was previously reported. Full details of these indicators are listed in **Essential Reference Paper B**. These indicators are used by officers as a tool to help identify possible service efficiencies:

- 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'**.

Essential Reference Papers:

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for period July 2011 to August 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 neighborhood and environmental management in our towns and villages.</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