



EOSC Performance Indicators

Quarter 3

October – December 2015

Grace Crawford

Senior Performance & Strategy Officer

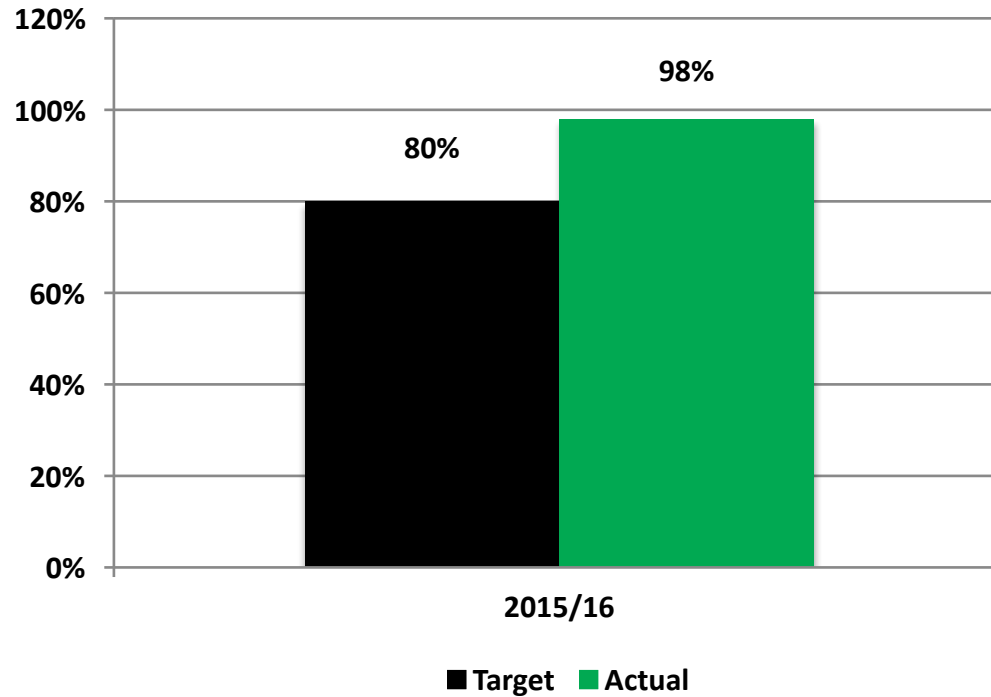


**WELWYN
HATFIELD**

Performance Indicator – 14

Satisfaction with lawn cemetery grounds maintenance performance

Q3



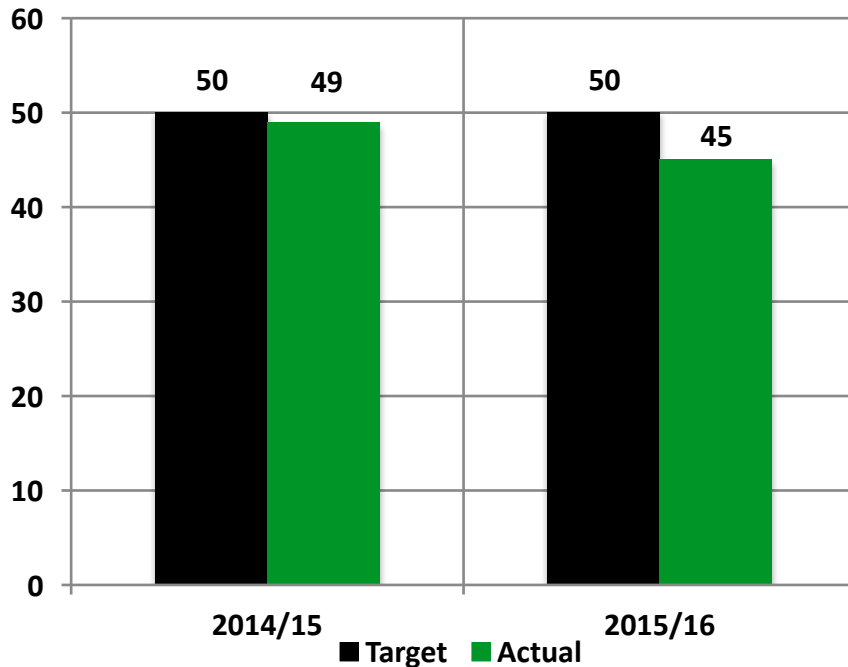
Service Comments

Performance for this indicator has exceeded the target . We are very pleased with this result and the work of the new contractor appointed in June 2015.

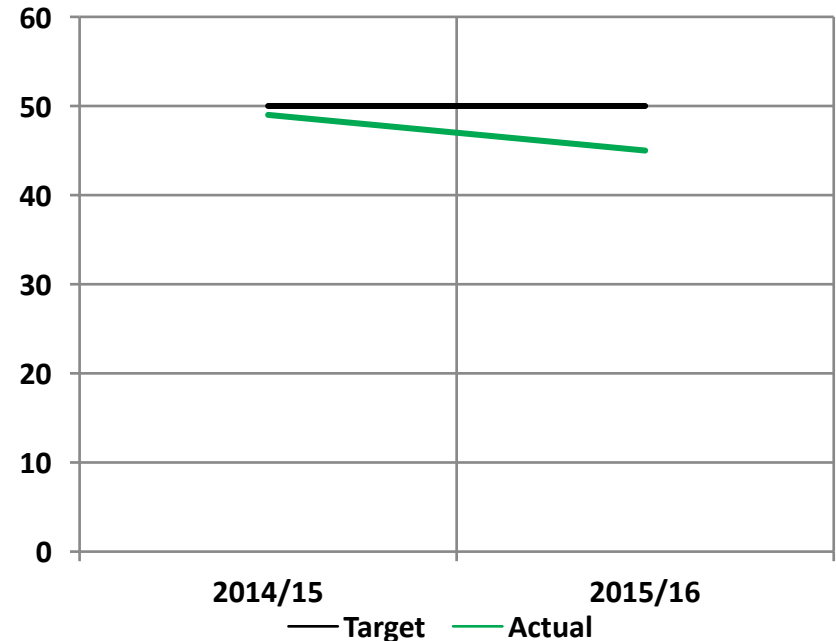
Performance Indicator – 15

Reduce the level of residual household waste collected per head of the population (kg)

Q3



Performance Trend



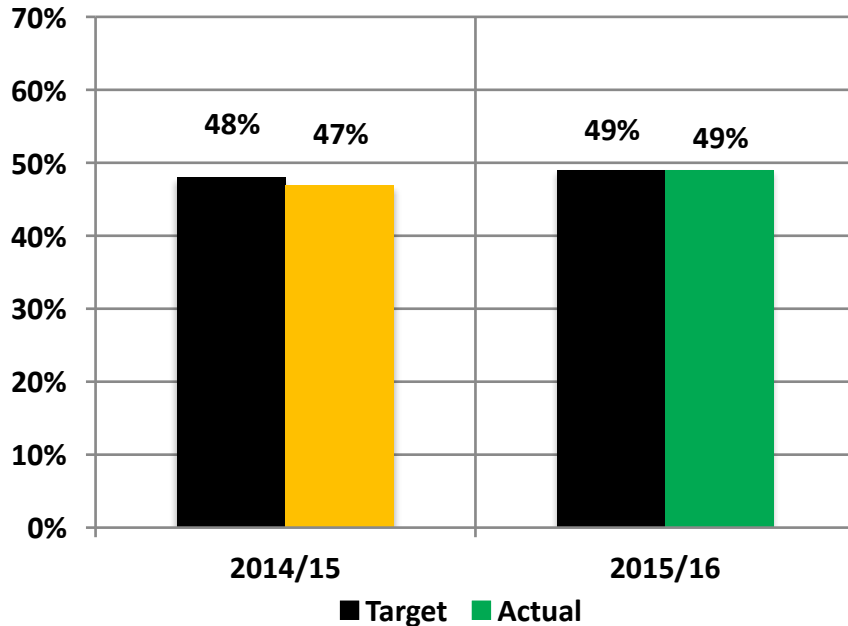
Service Comments

There will inevitably always be some waste sent to landfill, however this result is pleasing. It is also an improvement compared to the same quarter in 2014-15 and the first two quarters of 2015-16. We are also on course to achieve or better our annual target.

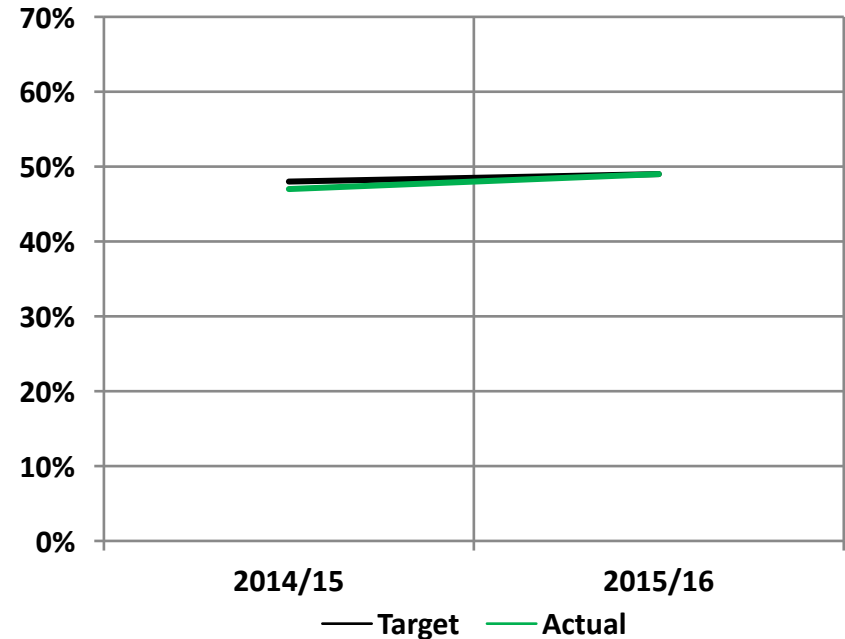
Performance Indicator – 16

Percentage of household waste collected and sent for reuse, recycling and composting

Q3



Performance Trend



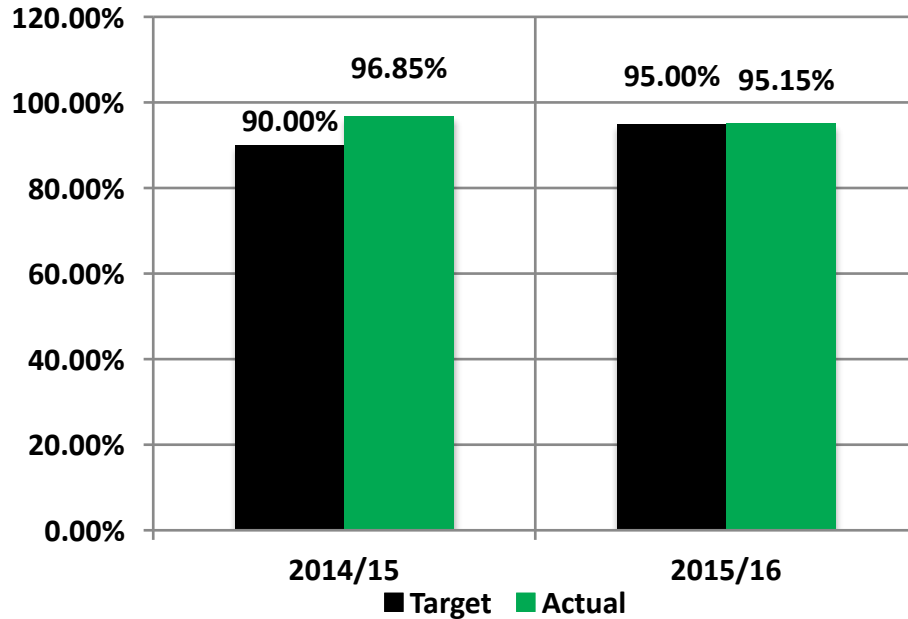
Service Comments

The target was met in Quarter 3. Tonnages are fairly similar in comparison to Quarter 3 last year. However this quarter has seen an increase in dry recycling tonnage which is encouraging. The recycling rate remains consistent compared to the first two quarters of 2015-16.

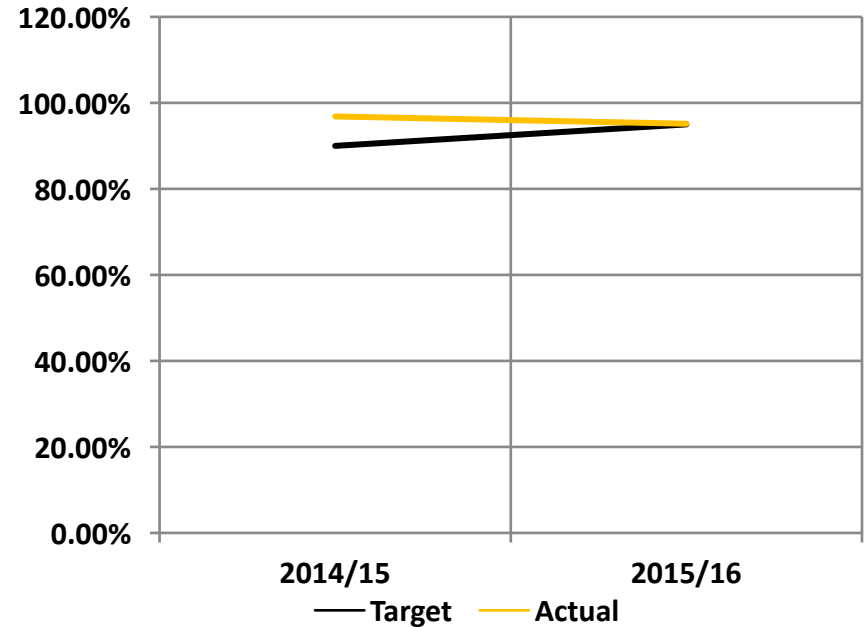
Performance Indicator – 17

Cleaner local streets survey rating based on amount of litter and detritus

Q3



Performance Trend



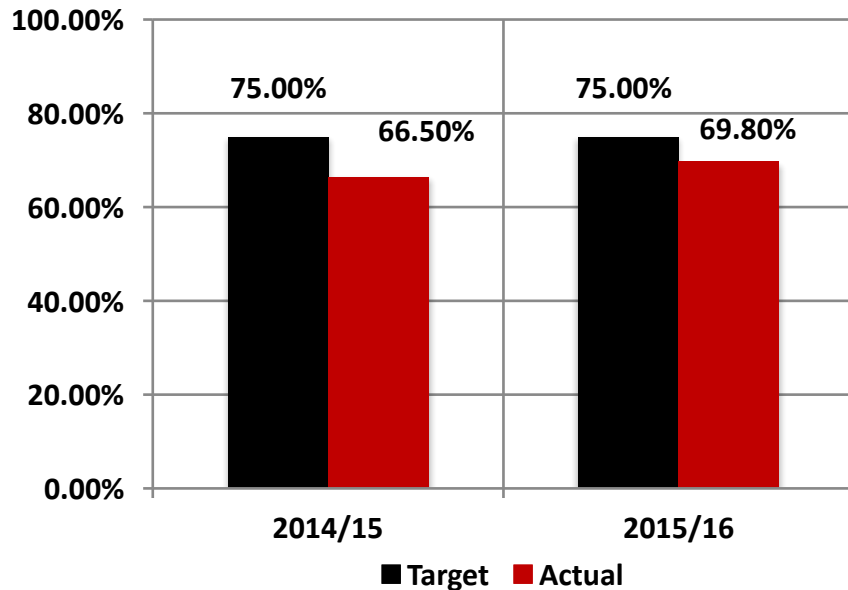
Service Comments

The result for Quarter 3 has met the target. This is especially pleasing given the time of year when we expect to see higher levels of detritus in the Autumn. This target consistently achieves good results each quarter and we are on course to achieve our annual target.

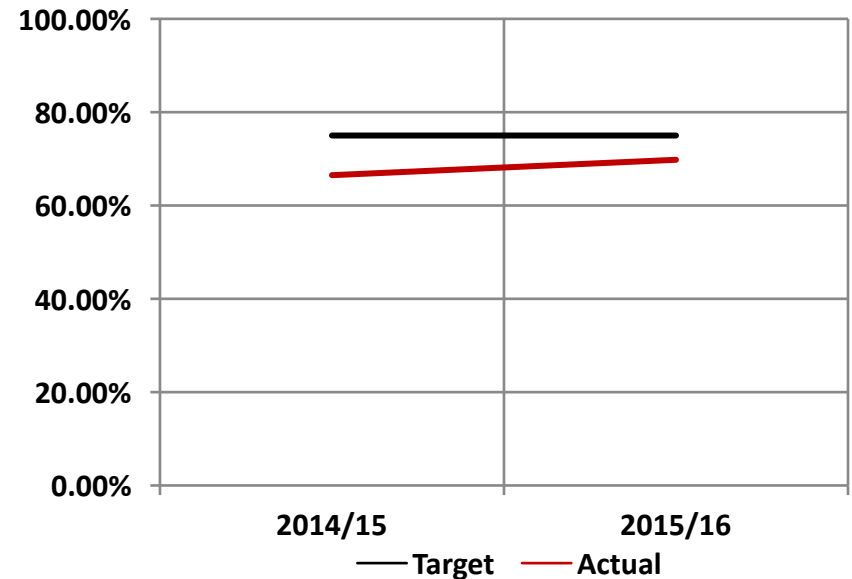
Performance Indicator – 18

Percentage of residents either 'satisfied' or 'very satisfied' with street cleansing
(e.g. litter and sweeping services)

Q3



Performance Trend



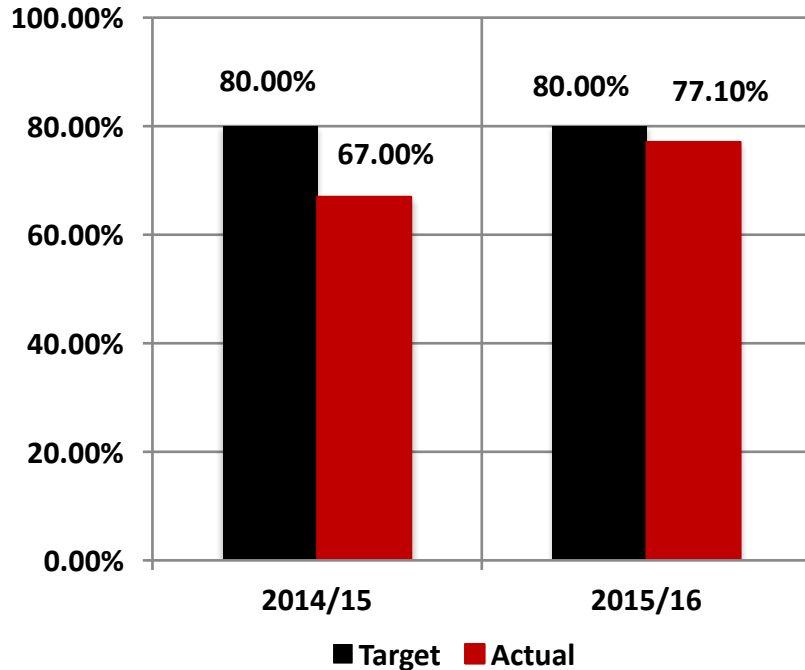
Service Comments

The result for Quarter 3 is below target, and is lower than the first two quarters of 2015-16. It is however, an increase compared to the result for Q3 2014/15. Recent years have shown a decline in satisfaction during Q3 and Q4 compared to earlier in the year.

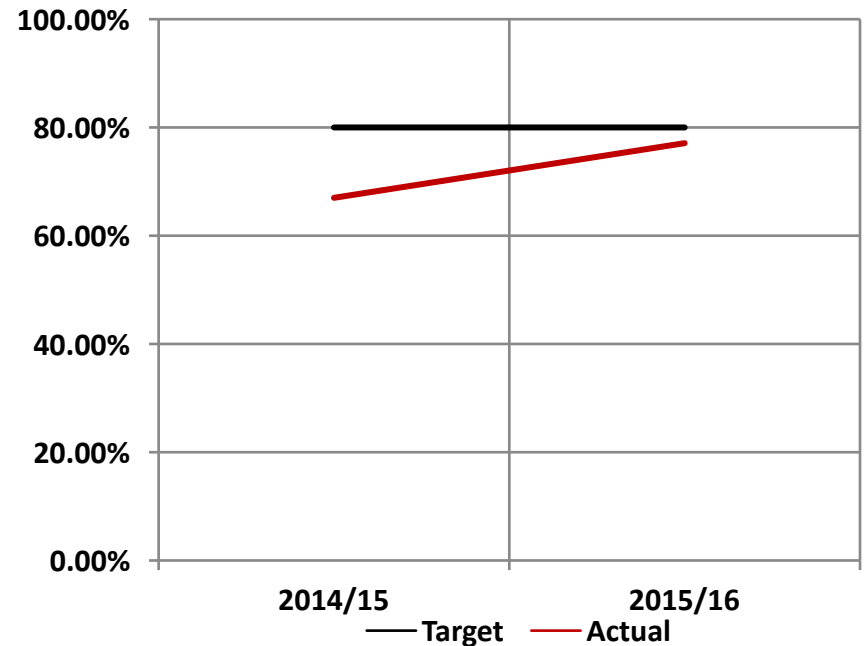
Performance Indicator – 19

Percentage of residents either 'satisfied' or 'very satisfied' with local recycling and waste collection services

Q3



Performance Trend



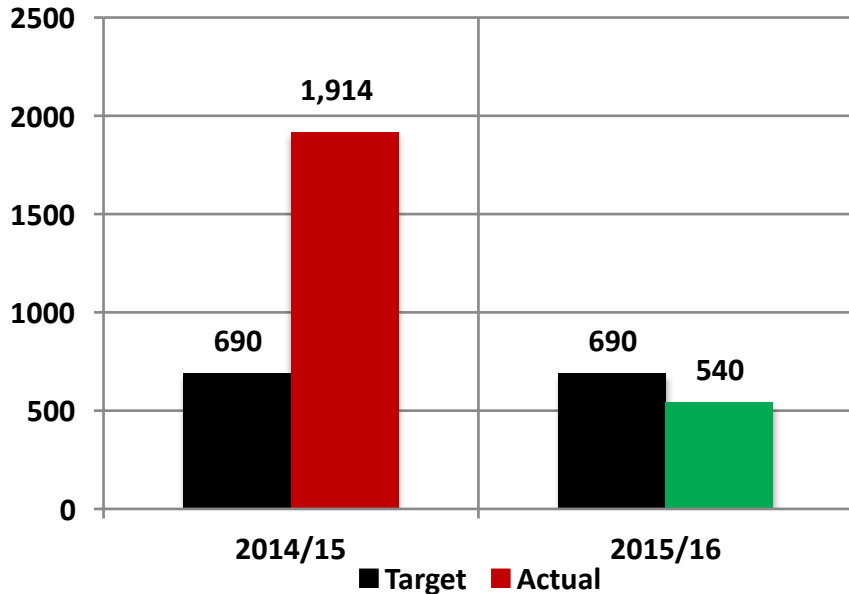
Service Comments

The result for Quarter 3 is below target and satisfaction has decreased compared to Q1 and Q2. It is however, an increase compared to the result for Q3 2014/15. Collections over Christmas ran fairly smoothly, but there has since been some disruption to collection services. This may help explain why satisfaction levels have decreased throughout the year.

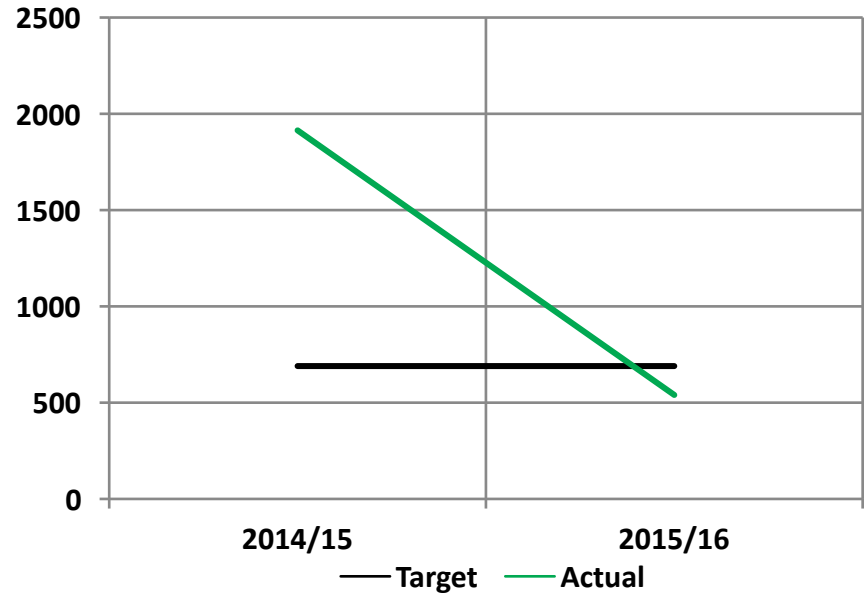
Performance Indicator – 20

Number of 'missed bins' per 100,000 collections in the borough

Q3



Performance Trend



Service Comments

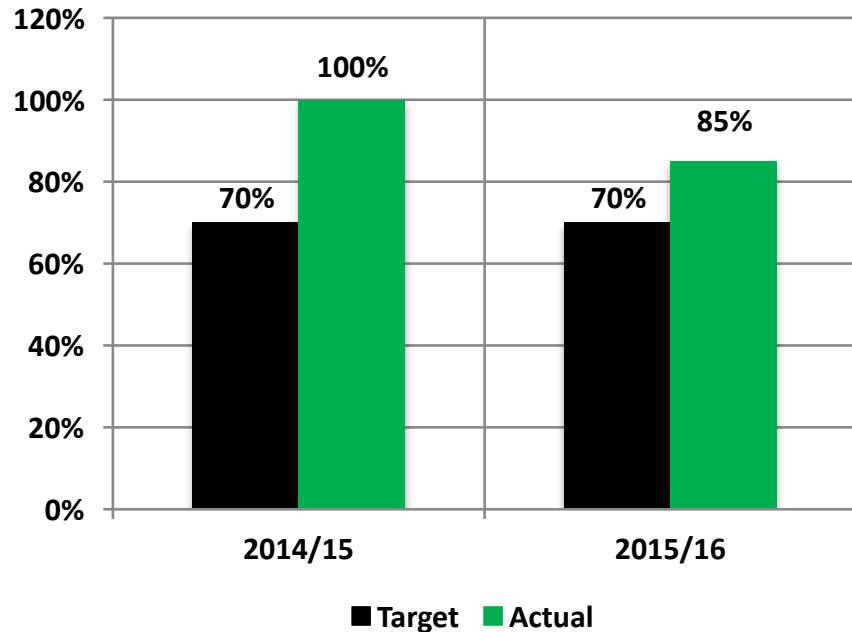
In quarter 3 there were 540 customer reported missed collections per 100,000. Missed bins are those directly reported to the Council. This is better than the target of 690 in this quarter.

2,494 per 100,000 bin collections were not collected on the schedule day. This figure includes delayed collections due to blocked road access, road traffic delays, vehicle breakdowns, inclement weather and driver shortages.

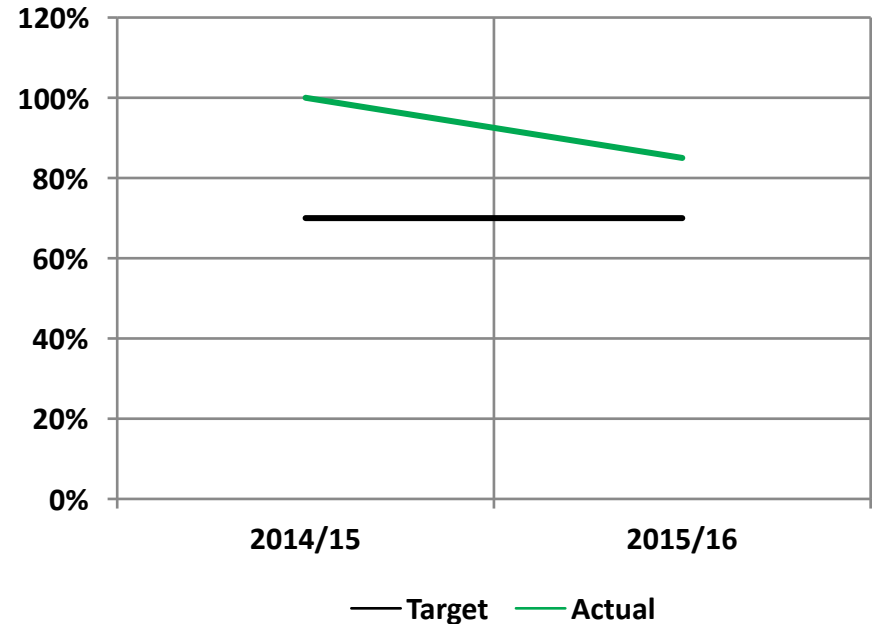
Performance Indicator – 22

Process and decide on all major planning applications within 13 weeks

Q3



Performance Trend



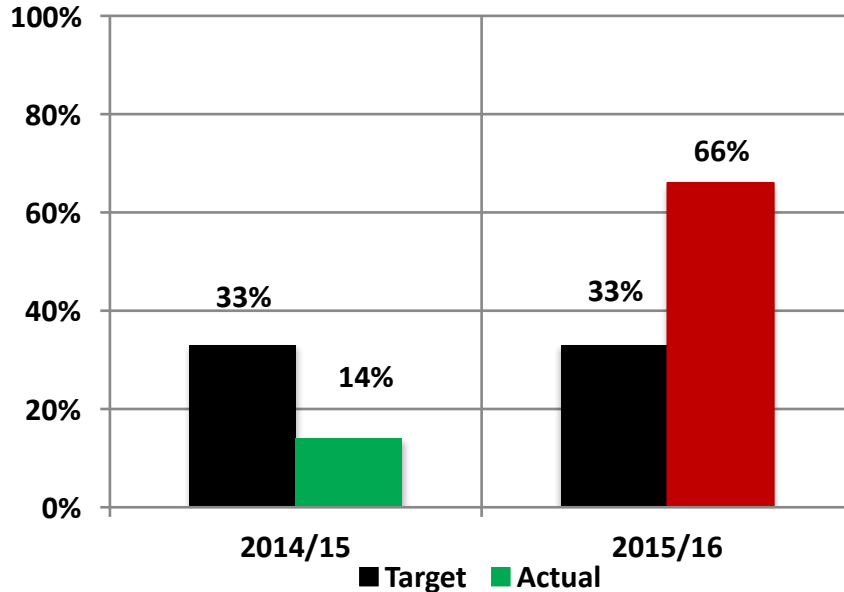
Service Comments

The target has been exceeded for the quarter and is based on 7 major applications, of which 6 were determined within the timescale.

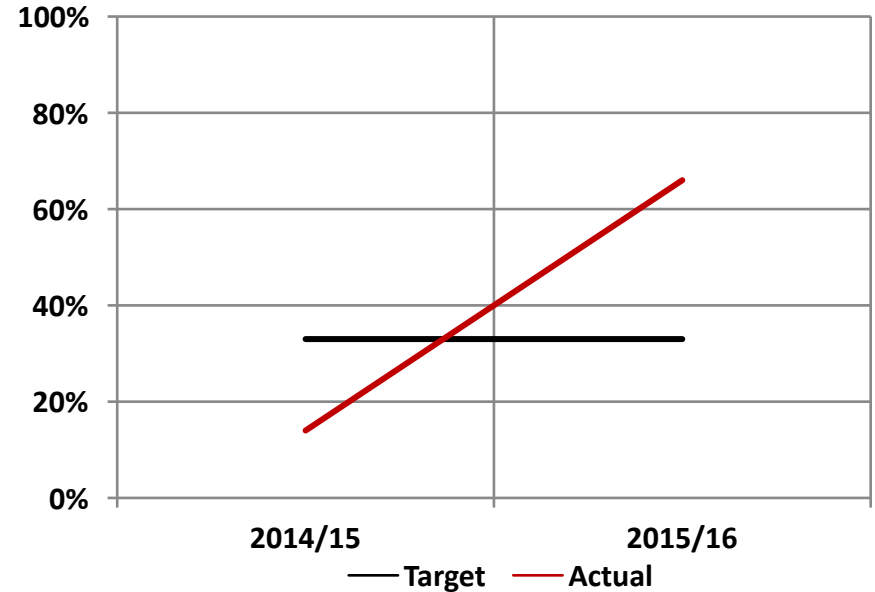
Performance Indicator – 23

Level of planning appeals allowed against the council's decision as a percentage of the total number of planning appeals against refusals of planning applications

Q3



Performance Trend



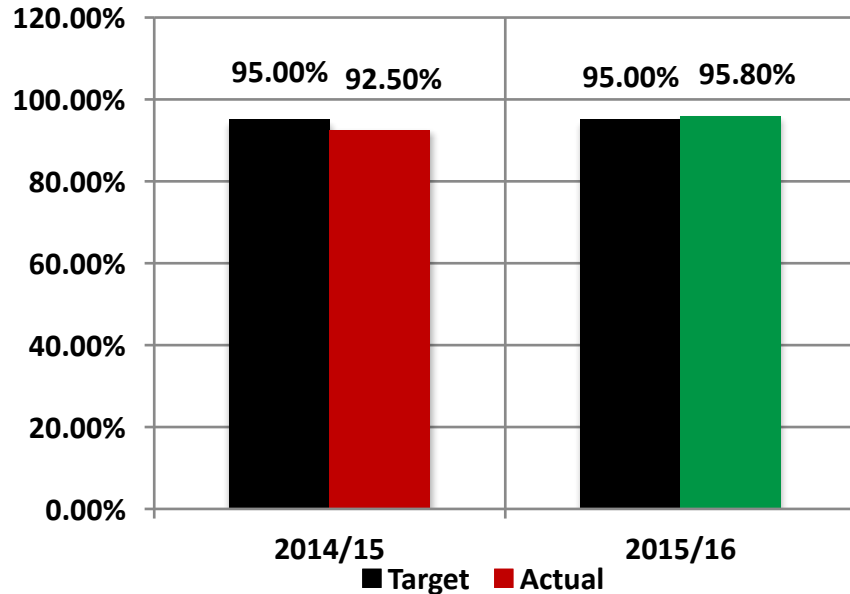
Service Comments

Three appeal decisions were received this quarter, of which two were allowed. There appears to be little consistency in decision making by the Inspectorate, which is a view also held across the county. Whilst all decisions are all carefully made, it is not considered at this stage that a change in approach is required.

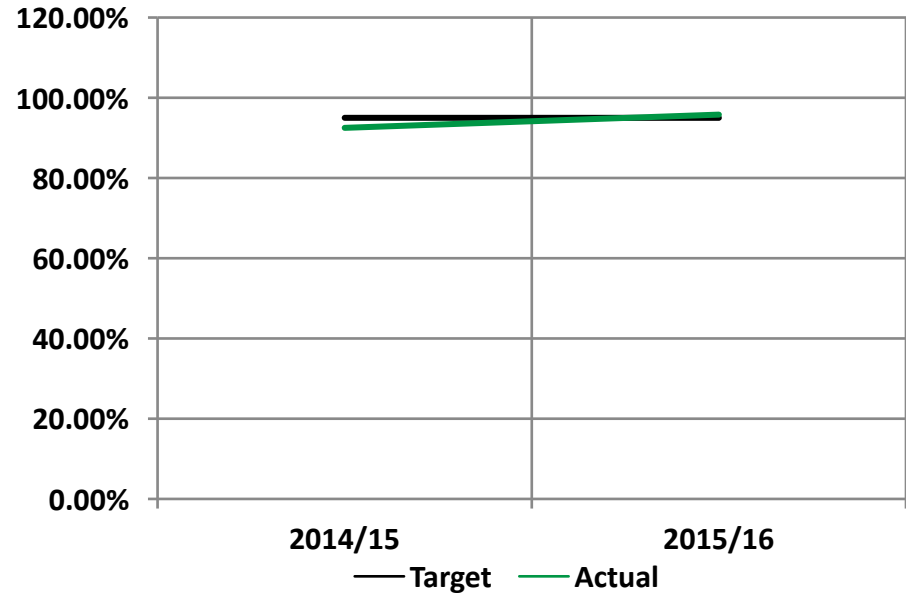
Performance Indicator – 24

Completion rate of all tree maintenance work within the planned programme

Q3



Performance Trend



Service Comments

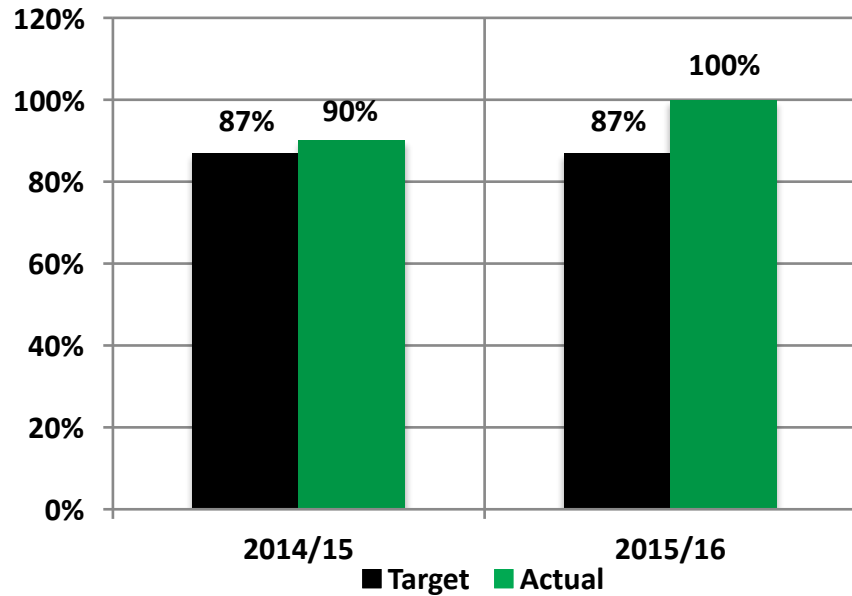
304 out of 316 jobs were completed on time this quarter. 12 jobs over ran into January and included a tree which had Christmas decorations on it; three which required further detailed location information; four had cars parking under the trees; two had unavailable residents on the day of the planned work; and two were undertaken on the first working day of the following month.

Before Christmas we had several windy days which can delay the pruning of larger or tricky trees.

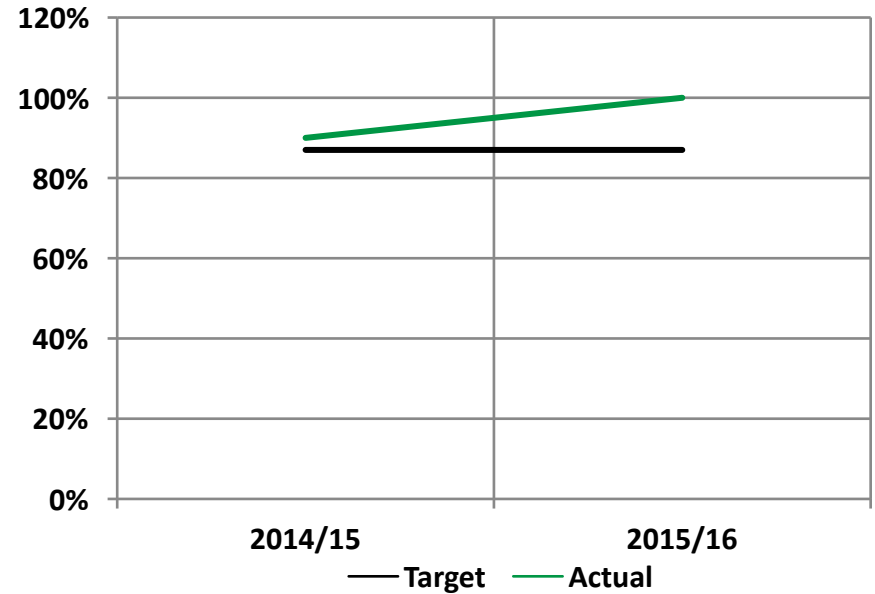
Performance Indicator – 25

Planning enforcement investigations completed within the stated timescale

Q3



Performance Trend



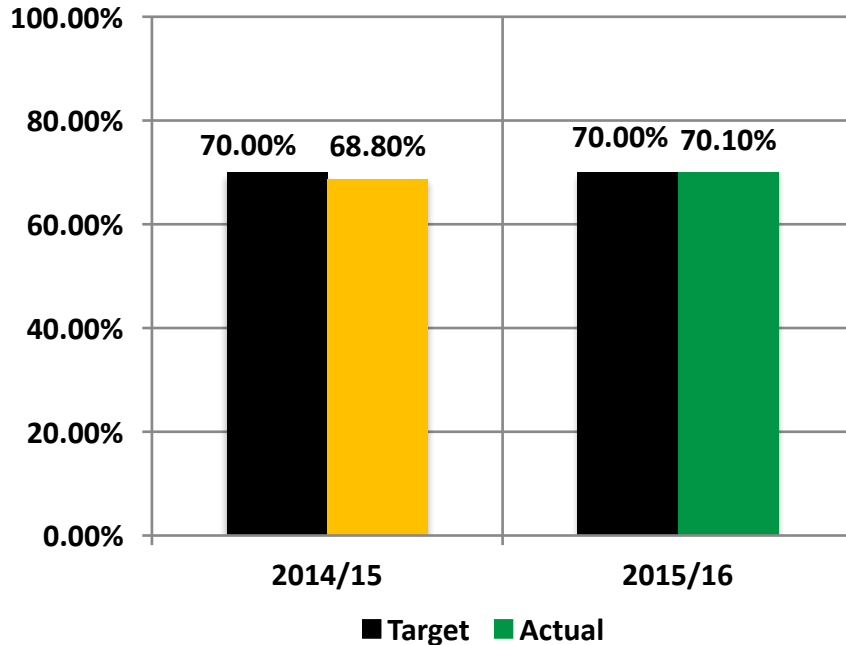
Service Comments

We are very pleased with our excellent performance this quarter.

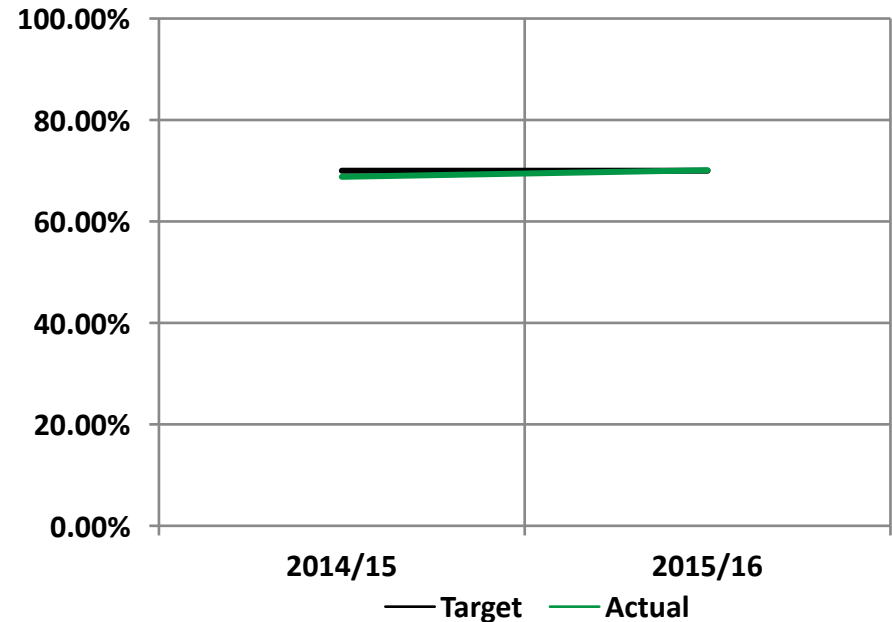
Performance Indicator – 26

Satisfaction with local open spaces (e.g. parks, shrubs, trees and woodlands)

Q3



Performance Trend



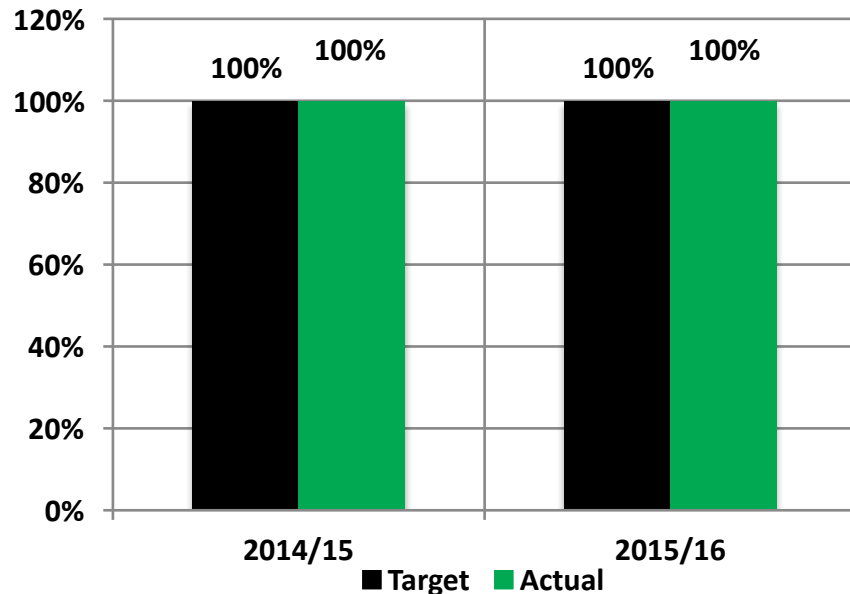
Service Comments

Generally the reasons for satisfaction focused on trees being well maintained and the council doing a good job. The main reasons for dissatisfaction focused on overhanging branches potentially being dangerous especially for drivers.

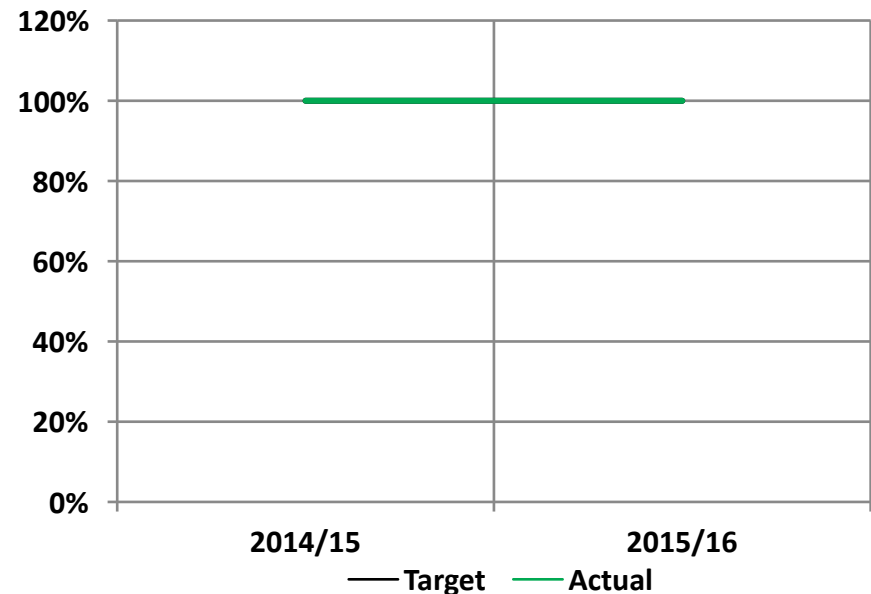
Performance Indicator – 29

Process hackney carriage and private hire licences
(e.g. taxis and minicabs, drivers and operators) within the stated timescale

Q3



Performance Trend



Service Comments

The Hackney Carriage Office continues to maintain a 100% success rate in regard to the granting, renewing and transferring of vehicle, driver and operator licences.

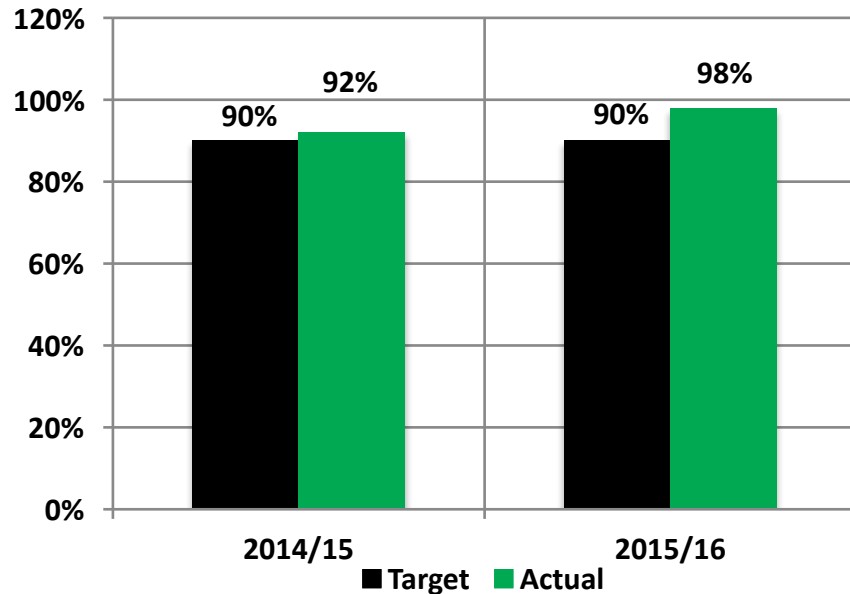
The overall success has been acknowledged by the recent Audit completed by Herts County Council who has graded the systems and work undertaken as 'Full Assurance'. This is the highest level achievable.

The good work continues with a priority given to the prevention and detection of Child Sexual Exploitation (CSE) in accordance with the findings of the Jay report (Rotherham MBC).

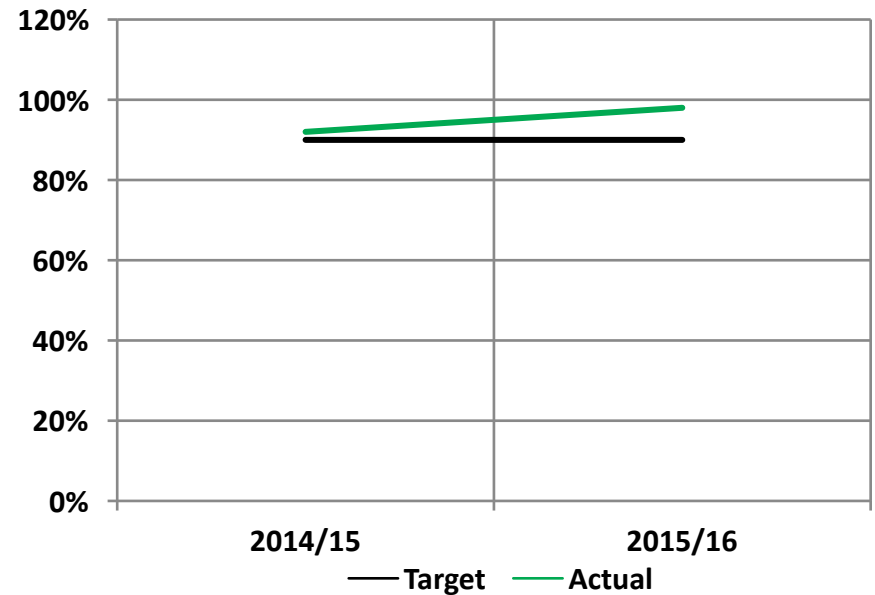
Performance Indicator – 30

Percentage of Operation Reprise calls resolved on site,
as a percentage of the number received

Q3



Performance Trend



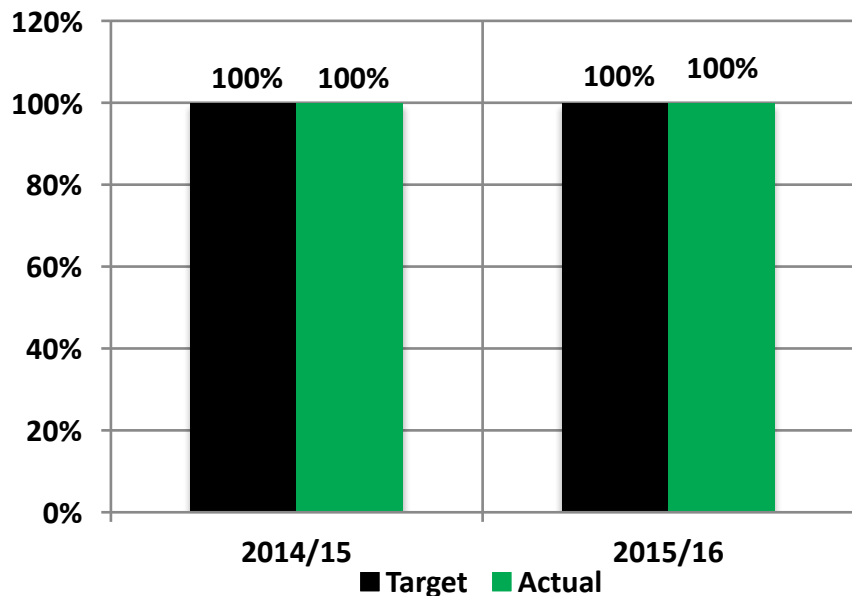
Service Comments

In general we have a high performance rate for resolving noise issues at the time of the visit. On examining the data those service requests not resolved are for issues over which we cannot control such as shouting and laughing or for noise disturbance caused as a result of poor sound insulation.

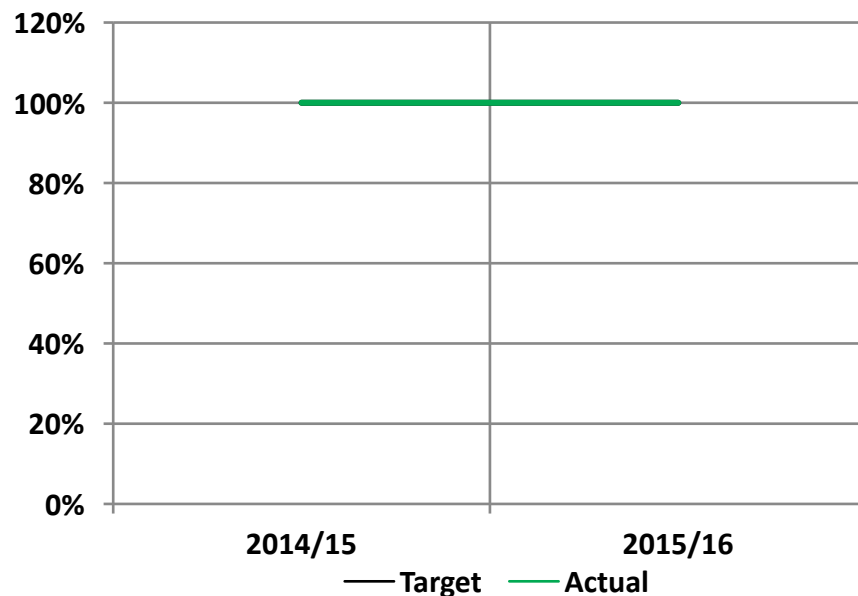
Performance Indicator – 31

Process all licences within the stated timescales

Q3



Performance Trend



Service Comments

All licences were issued within statutory timescales as required by the various Acts.

For information

The number of Emergency Plans that are up to date

Status:		Plans:	
Behind Schedule	0		
Currently under review	6	<ul style="list-style-type: none"> • Emergency contact directory • Plan for environmental health emergencies • Serious workplace incident plan • Herts Resilience CBRN plan • Herts Resilience Mass Fatalities plan • Hatfield Tunnel Emergency plan 	
Reviewed and up to date	24	<ul style="list-style-type: none"> • WHBC Emergency plan • Reception centre plan • Pandemic Influenza plan • Herts Resilience Animal Disease plan • Herts Resilience Multi-Agency Response plan • Incident control centre plan • Internal event planning guide • Snow clearance policy • Crisis support team guide • Member emergency planning guide • Business continuity plan – corporate • Business continuity strategy • Business continuity policy • Herts Resilience Major Accident Hazard Pipelines plan 	<ul style="list-style-type: none"> • Business continuity plan - service level • Ebola response plan • Outbreak plan • Environmental health 24-7 emergency response arrangements • Building control dangerous structures call out arrangements • PHAP critical incident framework • Access to magistrates out of hours • Herts Resilience Care of People Guidance • Herts Resilience Multi-Agency Flood and Reservoir Inundation plan • Herts Resilience Science and Technical Advice Cell plan