

## H and E PI Report: June 2010

Measure Name	Frequency	Responsible Officer	Unit of Measure	Current Performance		End of Year Performance		Comments	
				Target	Actual	YTD Actual	End of Year Target		Estimate
<b>Aim : EH Report 1</b>									
<b>Approach : Community safety, Climate Change and Equalities</b>									
BV082ai - Recycling	QUARTERLY	Stuart Harwood-Clark	Percentage	20	16.96	589.5	20	20	Provisional figures - to be confirmed by CCC
BV082aii - Tonnage household waste recycled	QUARTERLY	Stuart Harwood-Clark	Number	2.9	2.643		11.7	11.7	Provisional figures - to be confirmed by CCC
BV082bi - Composting	QUARTERLY	Stuart Harwood-Clark	Percentage	35	40.42	247.4	35	35	Provisional figures - to be confirmed by CCC
BV082bii - Tonnage of household waste composted	QUARTERLY	Stuart Harwood-Clark	Number	5.13	6.297		20.53	20.53	Provisional figures - to be confirmed by CCC
BV216a - Number of contaminated land sites	YEARLY	Susan Walford	Number	600	562		600	562	There were 562 sites on the list as at 1st April 2009.
BV216b - % Information on contaminated land	QUARTERLY	Susan Walford	Percentage	10	13.3	13.3	10	12	The end of year estimate is based on sites progressing through the development control process and excludes work on the implementation of Part 2a as capacity is currently limited in this
NI012 - SCDC - Refused and deferred HMO - South Cambs	YEARLY	Geoff Keerie	Number	0	0		0	0	
NI037 - SCDC - Awareness of civil protection arrangements - South Cambs	YEARLY	Geoff Keerie	Percentage	15.4	14.6		15.4	14.6	2-yearly Place survey question. This NI will be removed from the NIS from April 2010. This is in line with commitments made in the Putting the Frontline First: Smarter Government to remove indicators that were no longer relevant or

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NI119 - SCDC - Overall health & wellbeing	YEARLY	Iain Green	Number	84.9	81.6		84.9	81.6	The Government has postponed the 2010/11 Place Survey. We will shortly be joining cross-county talks about holding a service and budget consultation of our own.
NI123 - SCDC - 16+ current smoking rate prevalence - Scams Only	YEARLY	Susan Walford	Number	533	545		533	545	The LAA has set this end-of-year SCDC target. Data confirmed by Inger O'Meara (Health Improvement Specialist) from the NHS in June 2010.
NI187a - SCDC - Tackling fuel poverty - SAP <35 - South Cambs	YEARLY	Iain Green	Percentage	16	13.82		16	13.82	This data was reported to the HUB during the appropriate data input window.
NI187b - SCDC - % Tackling fuel poverty - SAP >70 - South Cambs	YEARLY	Iain Green	Percentage	22	27.25		22	27.25	This data was reported to the HUB during the appropriate data input window.
NI191 - SCDC - Kgms Residual waste per household - SCDC	QUARTERLY	Stuart Harwood-Clark	Kilograms	115	111.64		461	461	When the final March 2010 dwelling stock data has been published by Defra in September 2010 the data will be uploaded onto WasteDataFlow and applied to reports for Quarter 4 of 2009/10 to produce correct NI191 figures in agreement with the current definition. In the meantime, please be aware that NI191 reports may not be strictly accurate, and that nothing will be reported to CLG until the correct dwelling stock data
NI192 - SCDC - % Waste - reuse, recycling & composting	QUARTERLY	Stuart Harwood-Clark	Percentage	55	57.39		55	55	Provisional figures - to be confirmed by CCC

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NI195a - SCDC - Levels of litter score	QUARTERLY	Paul Quigley	Number	0	0		1	1	Three surveys are carried out during the year but none in the first
NI195b - SCDC - Levels of detritus score	QUARTERLY	Stuart Harwood-Clark	Number	0	0		28	28	Three surveys are carried out during the year but none in the first
NI195c - SCDC - Levels of grafitti score	QUARTERLY	Paul Quigley	Number	3			3		
NI195d - SCDC - Levels of fly-posting score	QUARTERLY	Stuart Harwood-Clark	Number	2			2		
NI196 - SCDC - Levels of Fly Tipping score	YEARLY	Stuart Harwood-Clark	Number	1			1		
SE254 - % Risk assessments reviewed	YEARLY	Geoff Keerie	Percentage	100	100		100	100	All risk assessments that were in place on 1st January 2009 where reviewed during the same calendar year (i.e. by the 31st December 2009).
SE261 - % of Pollution Control inspections undertaken	QUARTERLY	Geoff Keerie	Percentage	25	25		90	85	The 'permitted businesses' identified for inspection this year follow a timed inspection programme. None were due in the
SE264 - % Trade waste recycled	QUARTERLY	Stuart Harwood-Clark	Percentage	9	7.12		9	9	Provisional figures - to be confirmed by CCC
<b>Approach : Customer Service</b>									
BV089 - % Satisfaction street cleanliness	YEARLY	Stuart Harwood-Clark	Percentage	74	69		74	69	This end of year data will not be available until late May/Early June.
BV090a - % Satisfaction with household waste collection	QUARTERLY	Stuart Harwood-Clark	Percentage	84			84		The performance figures will not be available until two months after the quarter ends.
SE203 - % EH complaints in 3 days	QUARTERLY	Geoff Keerie	Percentage	96	97.6		96	96	374 jobs had a 3 day response time. 9 of these jobs missed the performance standard. Currently on target to achieve a minimum of

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SE220 - HIA - Time between contact & visit	QUARTERLY	Geoff Keerie	Number	3	2.83		3	3	96% for the year. On target for annual 3 week response time to be met
SE222 - Satisfaction with action taken	QUARTERLY	Iain Green	Percentage	70			70		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE223 - Satisfaction with Pest control	QUARTERLY	Paul Quigley	Percentage	93			93		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE226 - Satisfaction with EH	QUARTERLY	Iain Green	Percentage	85			85		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE235 - % EH telephone calls in 20 seconds	MONTHLY	Paul Quigley	Percentage	99	99	98.6	99	99	
SE236 - % EH telephone calls abandoned	MONTHLY	Paul Quigley	Percentage	3	1	0.8	3	3	
SE237 - % EH letter responses in 10 days	MONTHLY	Paul Quigley	Percentage	96	100	100	96	100	14/7 - Actual Data now Updated.
SE238 - % EH complaints to level 2 or above	QUARTERLY	Paul Quigley	Percentage	5	0		5	0	
SE246 - Satisfaction - kerbside recycling	QUARTERLY	Susan Walford	Percentage	88			88		The 1st quarter data is not yet

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facilities									available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE247 - Satisfaction - recycling bank facilities	QUARTERLY	Susan Walford	Percentage	80			80		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE248 - Satisfaction - kerbside collection cleanliness	QUARTERLY	Susan Walford	Percentage	80			80		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE249 - Satisfaction - cleanliness of recycling banks	QUARTERLY	Susan Walford	Percentage	76			76		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE262 - Cleanliness of street after waste collection	QUARTERLY	Stuart Harwood-Clark	Percentage	75			75		The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given

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SE263 - Satisfaction - range of recyclables	QUARTERLY	Stuart Harwood-Clark	Percentage	82			82	to bringing the customer satisfaction survey and the NI182 survey work in house. The 1st quarter data is not yet available because MRUK have not yet committed to a contract for this year. Consideration is being given to bringing the customer satisfaction survey and the NI182 survey work in house.
SE265 - % electronic applications in time	QUARTERLY	Susan Walford	Percentage	95	100		95	100 Live system did not come online during first quarter due to issues surrounding Government website and payment configuration web pages. Therefore no applications have been recieved to date
<b>Approach : Finance, Efficiency and VFM</b>								
BV086 - Cost of waste collection per household	QUARTERLY	Susan Walford	Number	11.76	11.43		59.26	59.26 As per the quarterly budget monitoring report to the August PFH meeting. An assumption is made that all central and departmental recharged budgets will be utilised to their approved levels. In reality this will not happen because, for instance, the vacancy in the post of Corporate Manager for Environmental Services and other corporate savings. At this stage it's not known how these will filter down to savings on services.

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SE213 - EH non contested invoices	MONTHLY	Paul Quigley	Percentage	98	97	89.5	98	98	14/7 - Actual Data now Updated.
SE214 - Net spend per head on EH	QUARTERLY	Susan Walford	Number	2.56	2.44		9.74	9.74	As per the quarterly budget monitoring report to the August PFH meeting. An assumption is made that all central and departmental recharged budgets will be utilised to their approved levels. In reality this will not be the case because, for instance, the vacancy in the post of Corporate Manager for Environmental Services and other identified corporate savings.
SE229 - EH budget variance from plan	QUARTERLY	Susan Walford	Percentage	3	4.1		3	3	As per quarterly budget monitoring report. This figure only compares adjusted direct expenditure with the profiled budget for the same period. No account has been taken of the Central and Departmentally recharged costs to services which are only done annually at the end of the financial year.
SE256 - Number of minor accidents	MONTHLY	Geoff Keerie	Number	10	8		20	20	
SE257 - Number of Accidents with over 3 days absence	MONTHLY	Geoff Keerie	Number	3	0		3	3	
SE258 - Number of major accidents	MONTHLY	Geoff Keerie	Number	0	2		0	2	The intervention has been set at 5 (i.e. when a red traffic light would appear) but clearly the aim is to have no more major accidents. Due to H.S.E. reporting requirements this PI is measured

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Approach : LAA Targets									
NI182 - SCDC - % Business satisfaction with regulation service	MONTHLY	Susan Walford	Percentage	83	0		83	83	over calendar years i.e. January to
Approach : Service Quality / Provision									
BV217 - Pollution control improvements	QUARTERLY	Geoff Keerie	Percentage	100	100		100	100	No improvements identified by Defra. Therefore annual target
BV218a - % Abandoned vehicles investigated in 24 hours	MONTHLY	Paul Quigley	Percentage	97	100	100	97	98	
BV218b - % abandoned vehicles moved in 24 hours	MONTHLY	Paul Quigley	Percentage	95	100	100	95	98	
NI184 - SCDC - Food establishments compliant with law - South Cambs	QUARTERLY	Geoff Keerie	Percentage	0	25		92	92	The annual target is currently exceeded and stands at 95.72% Obviously as the inspection programme precedes this %age can go up or down. It is anticipated to go up.
SE201 - Number of missed bins	MONTHLY	Stuart Harwood-Clark	Number	55	39.5		55	55	This PI is not suitable for the calculation of a year-to-date figure.
SE204 - High risk premises - H & S inspections	QUARTERLY	Geoff Keerie	Percentage	25	25		98	98	14 premises identified as 'risk' categories A,B1,B2, and B3 were satisfactorily inspected. These were all the identified inspections and we are therefore on target to achieve the end of year target
SE206 - High risk premises - Food inspections	QUARTERLY	Geoff Keerie	Percentage	25	25		100	100	Food programme on target. The 10 highest risk food businesses identified in this quarter were inspected.



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SE218 - HIA works <£1,000	QUARTERLY	Geoff Keerie	Number	16	0		16	16	In total 125 food businesses were inspected in the first quarter which puts the team in a good position to achieve the whole annual food business inspection programme.
SE219 - HIA works >£1,000	QUARTERLY	Geoff Keerie	Number	45	26.21		45	45	None of the short term works were completed during the first quarter. Therefore currently on target. A better picture will be available at the end of the second quarter.
SE225 - % of Pest control first treatments in 4 days	MONTHLY	Paul Quigley	Percentage	95	100	100	95	98	We are currently on target to achieve the 45 week target at the end of the year.
SE233 - % taxi licensing applicants - in 10 days	QUARTERLY	Susan Walford	Percentage	96	99		96	97	Applications were slightly reduced in first Quarter but % increased due to streamlined reporting procedures on contentious applications
<b>Approach : Workforce and Learning</b>									
SE209 - EH Sickness absence	QUARTERLY	Susan Walford	Percentage	2	1.4	1.4	2	1.4	
SE211 - % completed PDR	QUARTERLY	Susan Walford	Percentage	100	100		100	100	
SE227 - % EH lost time (excl: DSO staff)	QUARTERLY	Susan Walford	Percentage	4	2.5	2.5	4	3.7	
SE228 - % EH budget spent on training	QUARTERLY	Geoff Keerie	Percentage	1.5	0.3		1.5	1.5	Target % will need to be re-evaluated in response to the savings agenda relating to staff training and also the movement of previous departmental professional training to the centralised managed
SE232 - % DSO staff sickness	QUARTERLY	Susan Walford	Percentage	7			7		