

**HERTFORDSHIRE COUNTY COUNCIL**

**ENVIRONMENT, PLANNING & TRANSPORT CABINET PANEL  
MONDAY 5 FEBRUARY 2018 AT 10.00AM**

**ENVIRONMENT, PLANNING & TRANSPORT PERFORMANCE MONITOR Q3**

*Report of the Chief Executive & Director of Environment*

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Executive Member: Derrick Ashley, Environment, Planning & Transport

**1. Purpose of report**

1.1 To allow the Panel to review the performance of Environment, Planning and Transport for the third quarter of this year (October - December 2017) against the Environment Department Service Plan 2016-2020 including key performance indicators, major projects, contracts and identified risks.

**2. Summary**

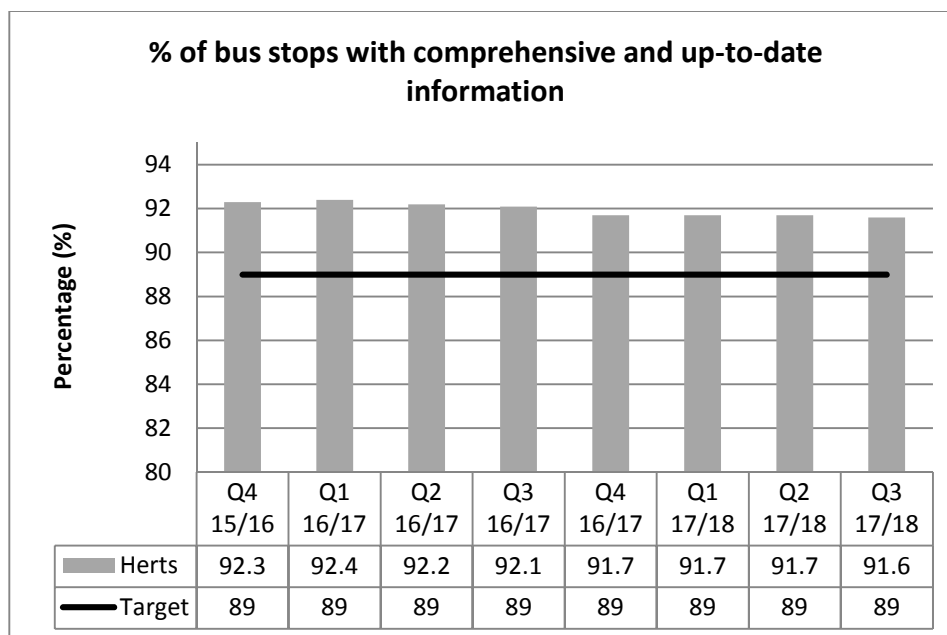
2.1 In Q3, services had a very good performance with nearly all of the indicators reported below either achieving their target or at least improving on their performance from the previous quarter.

**3. Recommendation**

3.1 The Cabinet Panel is invited to note the report and comment on the performance monitor for Quarter 3 2017-18.

## 4. Strategic Performance Indicators, Contracts and Projects

### 4.1 % of bus stops with comprehensive and up-to-date information



#### 4.1.1 Total number of Marked Hertfordshire Stops - 4307

Total number of Marked Hertfordshire Stops with timetable frames attached to the bus stop pole or shelter containing printed timetables/departures from that stop - 3945

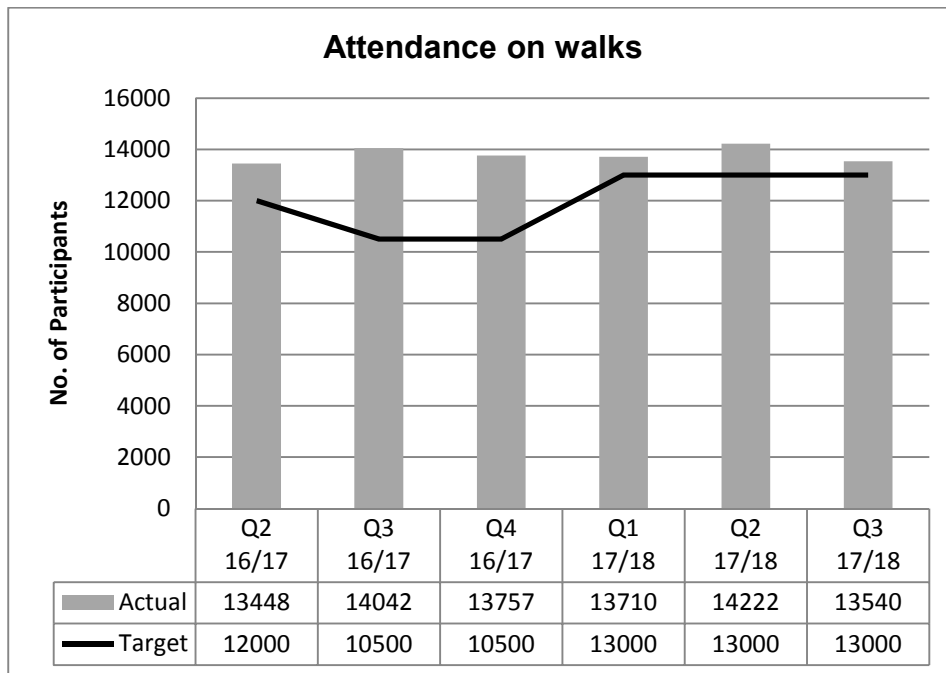
4.1.2 Performance remains high and above target while the number of stops with timetable information is the same as last quarter. In general, the aim is to install timetables where they are not present, though local constraints and design of posts/columns can prevent this being achieved across all stops. For passengers with smart-phones or other devices, the Intalink App and website provide an alternative method to accessing timetable information.

## 4.2 Hertfordshire Health Walks

4.2.1 Hertfordshire Health Walks (HHW) is a countywide initiative of free, volunteer led walks and is coordinated by Countryside Management Service (CMS). HHW promotes walking and encourages more people (all ages, backgrounds and abilities) to get outdoors, get more active and reap the benefits.

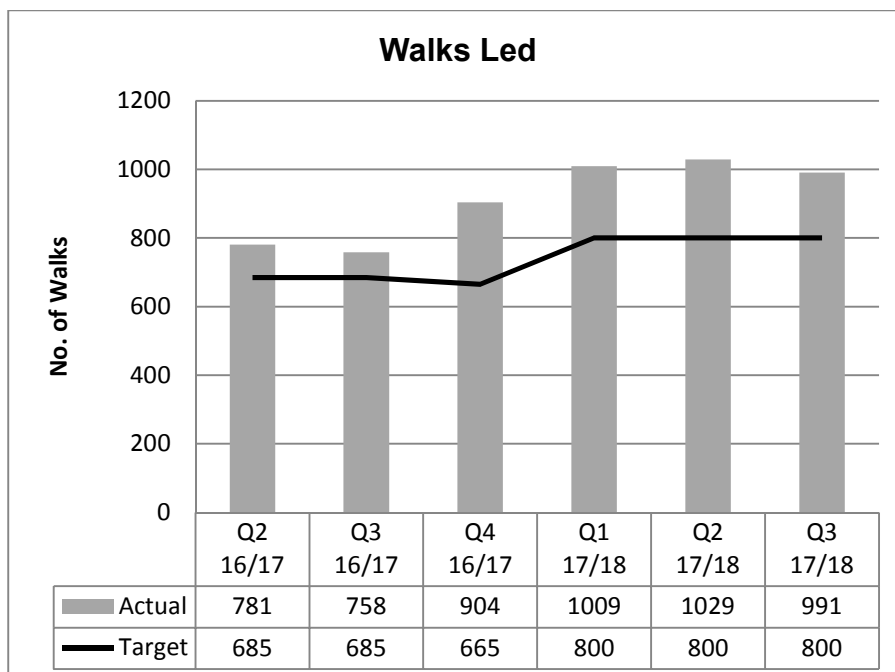
The target levels for 'Walks Participation' and 'Walks Led' have been equalised across the 4 quarters as recent experience has shown that walk leaders and the walkers enthusiasm to lead or participate in walks appears undiminished by seasonal changes.

#### 4.2.2 Walks Participation



CMS achieved a good outcome for Q3 with 13,540 attendances on the Health Walks. Whilst this exceeds their target of 13,000, the focus is on health outcomes rather than absolute participation figures. Walks are, therefore, targeted to locations and participants where the potential greatest health impacts can be achieved.

#### 4.2.3 Walks Led

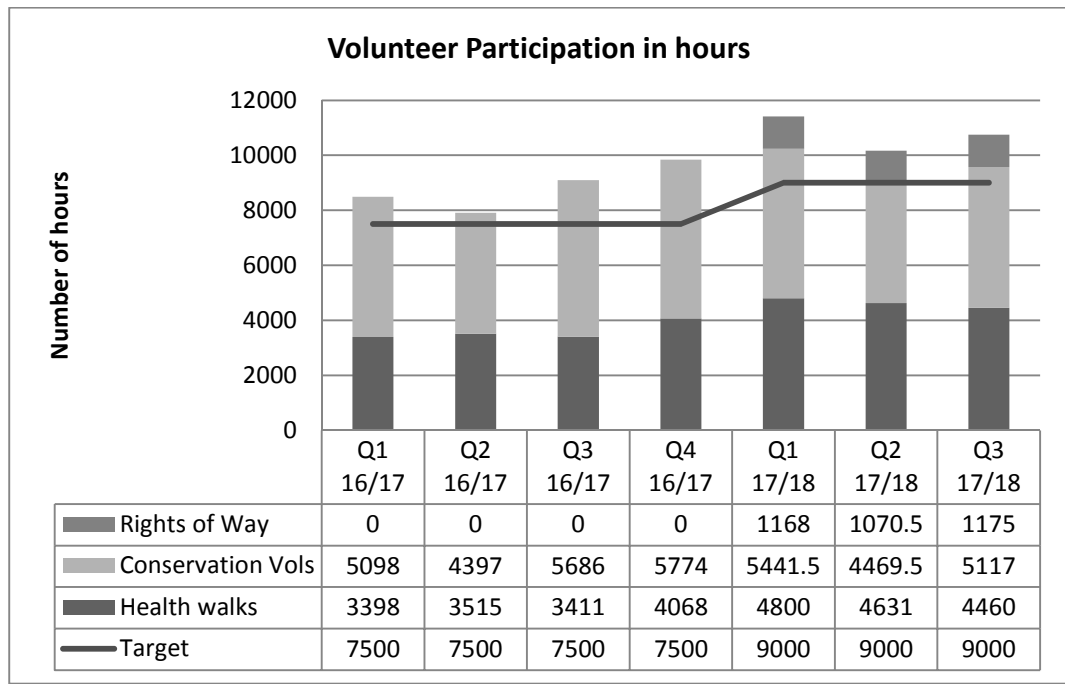


For Q3, 991 Health walks were delivered against a target of 800. This is the first time since the same period last year in which the number of walks led has decreased slightly. The outcome may have been affected by leaders cancelling walks due to the fall of snow and icy conditions experienced in December.

### 4.3 Countryside Management Service Volunteer Participation

4.3.1 The Countryside Management Service engages volunteers in all aspects of its activity through a variety of opportunities. Volunteers lead Health Walks, deliver environmental improvements in and improve access through green space including Hertfordshire’s Rights of Way and lead guided walks that raise awareness of the local environment. CMS has been awarded the national Investing in Volunteers Standard for its work supporting volunteers.

#### 4.3.2 Volunteer Hours



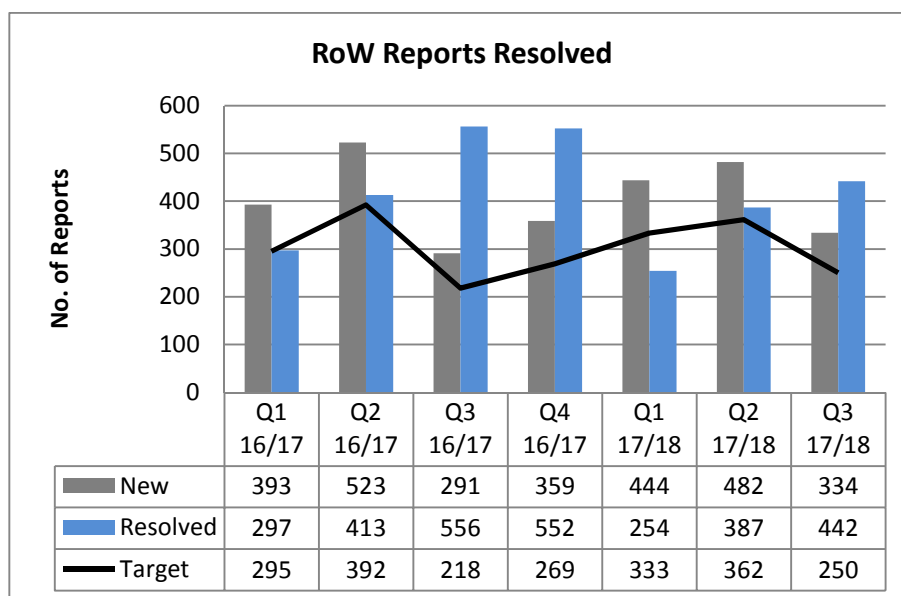
In Q3, there were 4,460 and 5,177 volunteering hours committed to the Health Walks and conservation volunteering respectively.

All CMS volunteering activity that improves Rights of Way is now reported separately. Volunteers in the new role of Rights of Way surveyor became active in Q1 and in conjunction with Footpath Friends, mid-week groups and the small RoW groups contributed 1,175 volunteering hours in this quarter. Therefore, there was a total of 10,812 volunteering hours in Q3 which surpassed the target 9,000 hours.

#### 4.4 Project Income Secured from Sources External to the CMS

4.4.1 The Countryside Management Service prepares plans that set out how green space is to be enhanced for people and for wildlife. These plans are used to engage local communities in this decision making. They set out the actions that will enhance these places and also form the basis for applications to secure external funding. External funding is also secured to expand coverage of Hertfordshire Health Walks and enable volunteering activity in the environment. To date £351,268 has been secured from external sources this year to enable the delivery of land management plans and other CMS activity.

#### 4.5 Resolve a minimum of 75% (approximately 1,800) of reports received about the rights of way network each year.



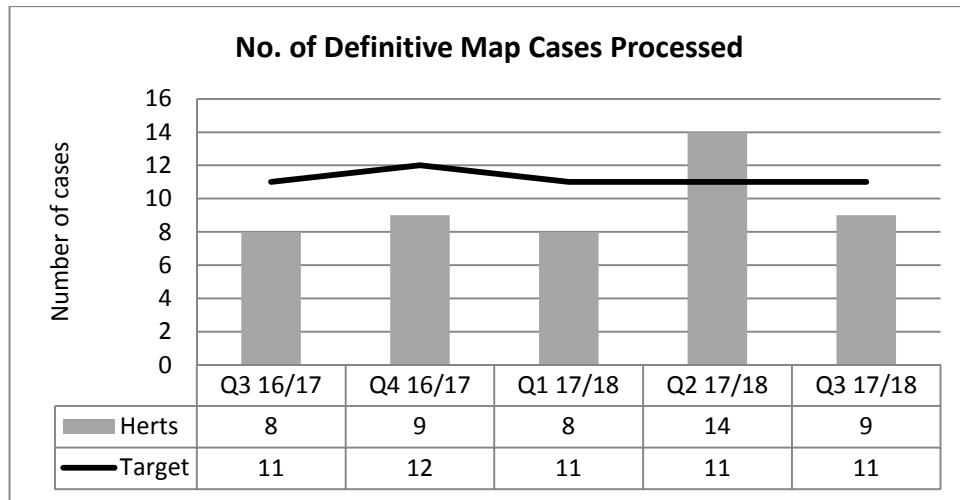
4.5.1 There are approximately 1,800 to 2,000 reports received per year from users of the rights of way network.

4.5.2 Reports are responded to and resolved according to HCC policy & priorities, to ensure the RoW network remains in a safe and useable condition.

4.5.3 This quarter, 334 new reports have been received and 442 or 132% have been resolved. The running total for the year so far is 81%.

4.5.4 The outcome of this indicator is that customers' reports are responded to and resolved according to HCC policy & priorities, to keep the RoW network in a safe and useable condition.

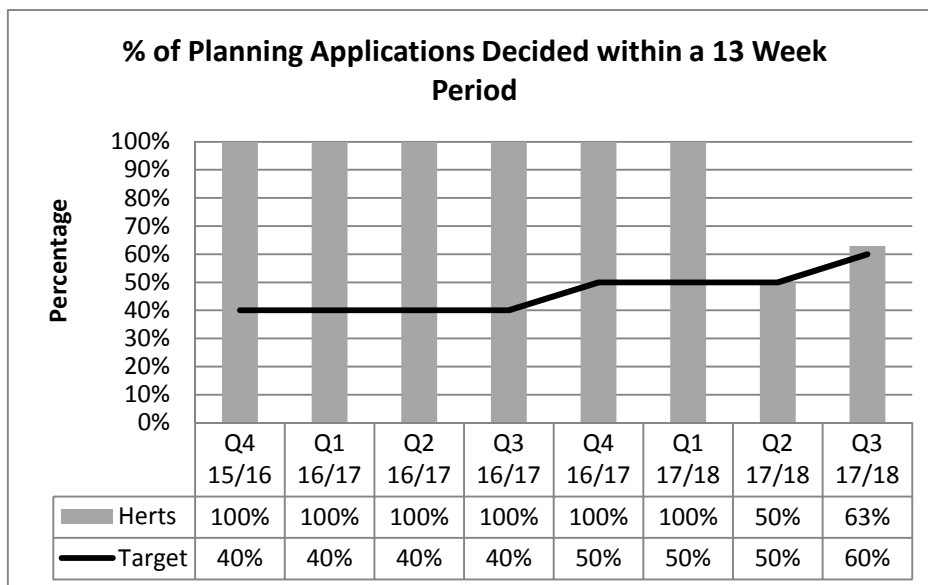
**4.6 The number of decisions & orders made and public inquiries held for definitive map cases each year.**



4.6.1 In Q3, 9 cases were resolved against a target of 11. Progress through any year, however, is highly subject to external influences, which cause delays and fluctuations in this team's case work turnover.

4.6.2 So far this year, a total of 31 cases have been determined against an accumulated target of 33 (94%). Thus, this quarter's performance is on track to achieve the annual target of 44.

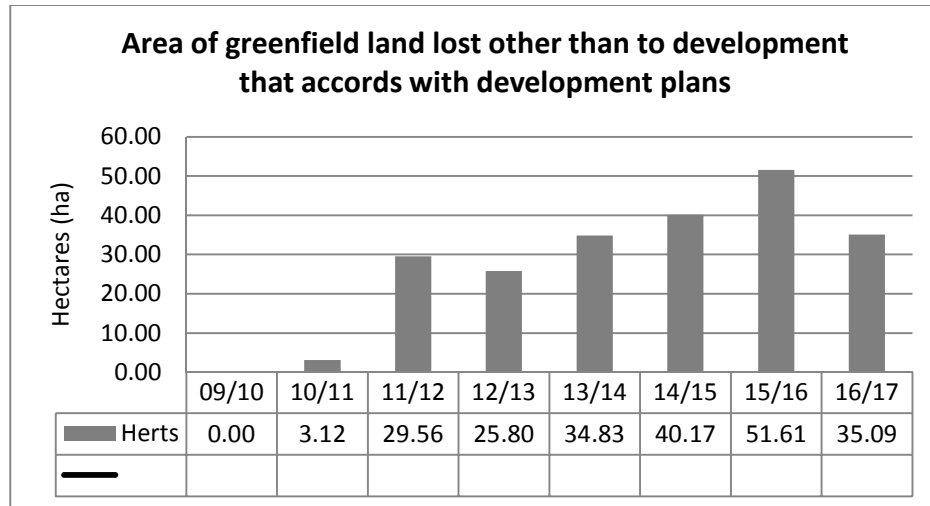
**4.7 The timeliness of decisions for all County Matter planning applications**



4.7.1 In Q3, performance was 63% or 5 out of 8. Two applications were determined within the standard statutory period. Extensions of time were agreed on a further three applications; one extension was

required to fit in with the committee cycle and the other two applications were complex developments which required the negotiation of additional agreements. Three applications were determined outside of the statutory period; these all related to the same site (Blackbirds Farm) and the applicant refused an extension of time.

**4.8 Area of greenfield land lost other than to development that accords with development plans (lower is better)**



4.8.1 For the first time in 4 years there has been a drop in Greenfield Land lost to development that isn't allocated land, this suggests that Government Policies pushing the uptake of brownfield land are now starting to take effect.

4.8.2 In addition, whereas previously Government policies towards growth and increased housing supply, together with the "presumption in favour of sustainable development" meant that more greenfield and green belt sites were being permitted on appeal in the absence of an up to date development plans or a demonstrated five year housing land supply. As predicted last year, local plans are now evolving to negate this scenario.

**5. Risks**

5.1 Environment, Planning and Transport has 1 corporate level risk and it is as follows:

**5.2 Tree Health (Risk ENV0142)**

5.2.1 Hertfordshire is facing an increasing threat from tree pests and diseases, including ash dieback and Oak Processionary Moth. In this context, there is a risk that current systems and resources for tree management will not be fit for purpose. Failure to manage tree risk may result in significant unplanned costs (including liability claims),

danger to the public and or/service users, and impact on landscape and ecosystem services.

- 5.2.2 The wording of the Corporate Risk has been amended to emphasise a shift in focus towards reviewing systems for tree inspection and management, incorporating best practice from other Local Authorities and national bodies (where appropriate), to enable an effective (and defensible) response to the increasing tree health threat. As a result, the scoring of the risk has been reviewed and increased from 20 to 24, although remains Significant.

## **6. Financial Implications**

- 6.1 There are no financial implications arising from this report.

## **7. Internal Audit**

- 7.1 There were no internal audits in Q3.

## **8. Equalities Implications**

- 8.1 When considering proposals placed before Members it is important that they are fully aware of, and have themselves rigorously considered the equality implications of the decision that they are making.
- 8.2 Rigorous consideration will ensure that proper appreciation of any potential impact of that decision on the County Council's statutory obligations under the Public Sector Equality Duty. As a minimum this requires decision makers to read and carefully consider the content of any Equalities Impact Assessment (EQiA) produced by officers.
- 8.3 The Equality Act 2010 requires the County Council when exercising its functions to have due regard to the need to (a) eliminate discrimination, harassment, victimisation and other conduct prohibited under the Act; (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it and (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it. The protected characteristics under the Equality Act 2010 are age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief, sex and sexual orientation.
- 8.4 No equality implications have been identified in relation to this report although Panel will not make a decision in respect of its contents.

## **Background Information**

[Environment, Planning & Transport Q2 report](#)  
Environment Department Service Plan 2016-2020