

**ENVIRONMENT, PLANNING & TRANSPORT CABINET PANEL
FRIDAY, 11 MAY 2018 at 10.00 AM**

ENVIRONMENT, PLANNING & TRANSPORT PERFORMANCE MONITOR

Report of the Chief Executive

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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 fourth quarter of this year (January - March 2018) against the Environment and Infrastructure Department Service Plan 2016-2020 including key performance indicators, major projects, contracts and identified risks.

2. Summary

2.1 In Q4, 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.

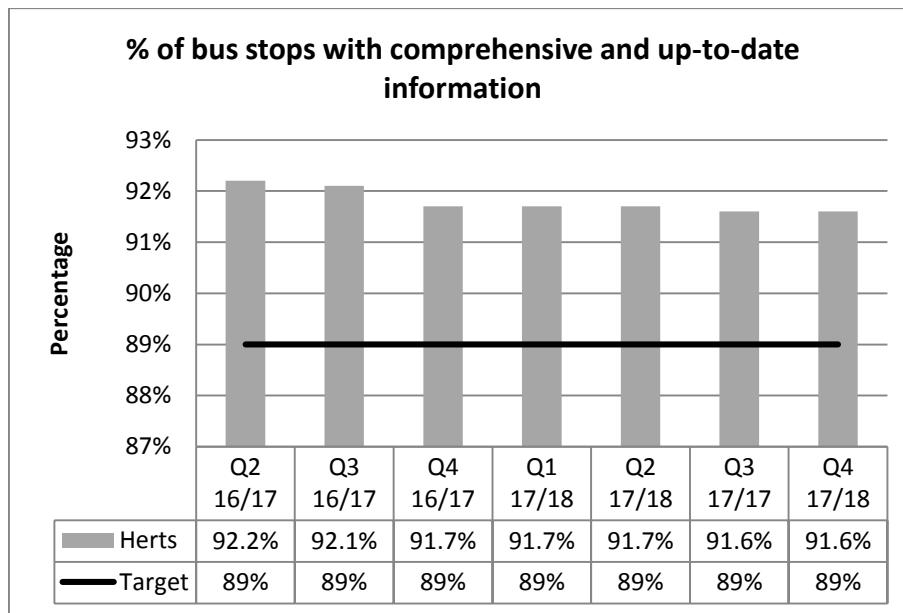
3. Recommendation

3.1 The Cabinet Panel is invited to note the report and comment on the performance monitor for Quarter 4 2017-18.

4. Strategic Performance Indicators, Contracts and Projects

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



4.1.1 Total number of Marked Hertfordshire Stops – 4,308.

Total number of Marked Hertfordshire Stops with timetable frames attached to the bus stop pole or shelter containing printed timetables/departures from that stop – 3,945.

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 display timetables at all stops, but at some stops local constraints and the design of posts/columns can prevent the installation of the infrastructure that would allow this to be achieved. For passengers with smart-phones or other devices the Intalink App and website provide an alternative method to accessing timetable information.

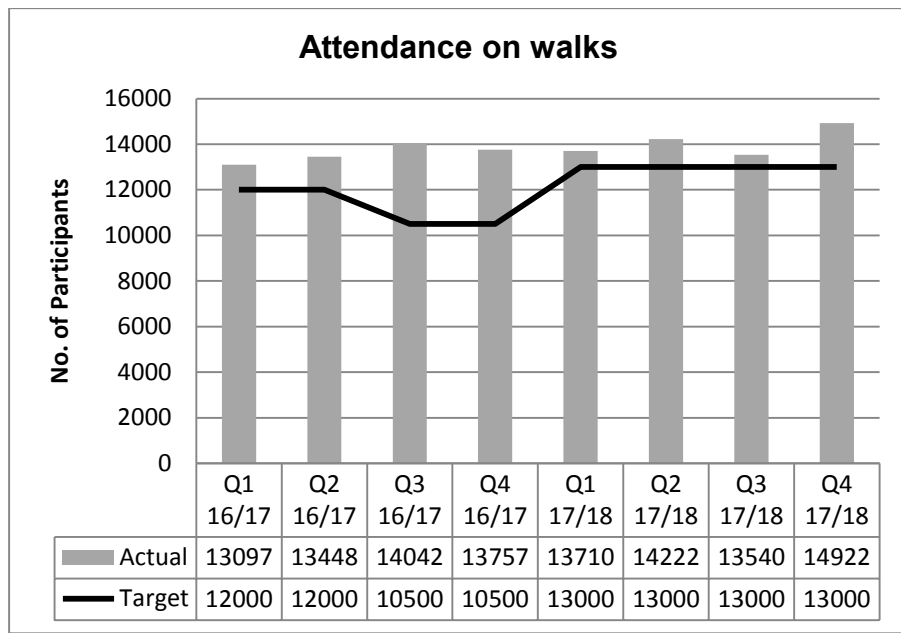
4.2 Hertfordshire Health Walks

4.2.1 Hertfordshire Health Walks (HHW) is a countywide initiative of free, volunteer led walks and is coordinated by Countryside & Rights of Way (CroW). It aims to help promote walking and encourage 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.

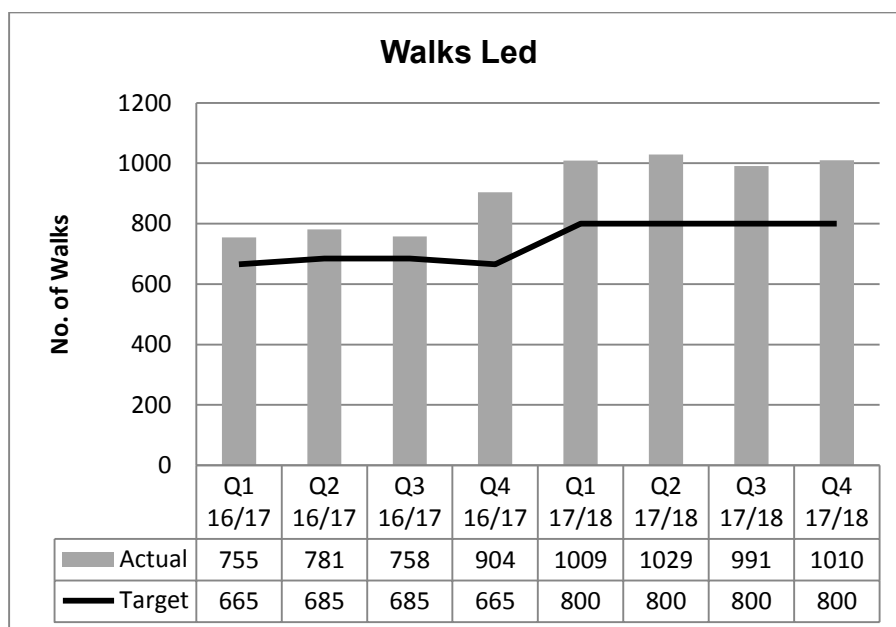
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4.2.2 Walks Participation



CRoW achieved a good outcome for Q4 with 14,922 attendances on the Health Walks. Overall, there were 56,394 attendances on Health Walks in 2017/18 against a target of 52,000. Focus for the year is growth in inactive people and those with 1 or more long-term ill health issues joining the HHW. Walks are, therefore, targeted to locations and participants where the potential greatest health impacts can be achieved.

4.2.3 Walks Led

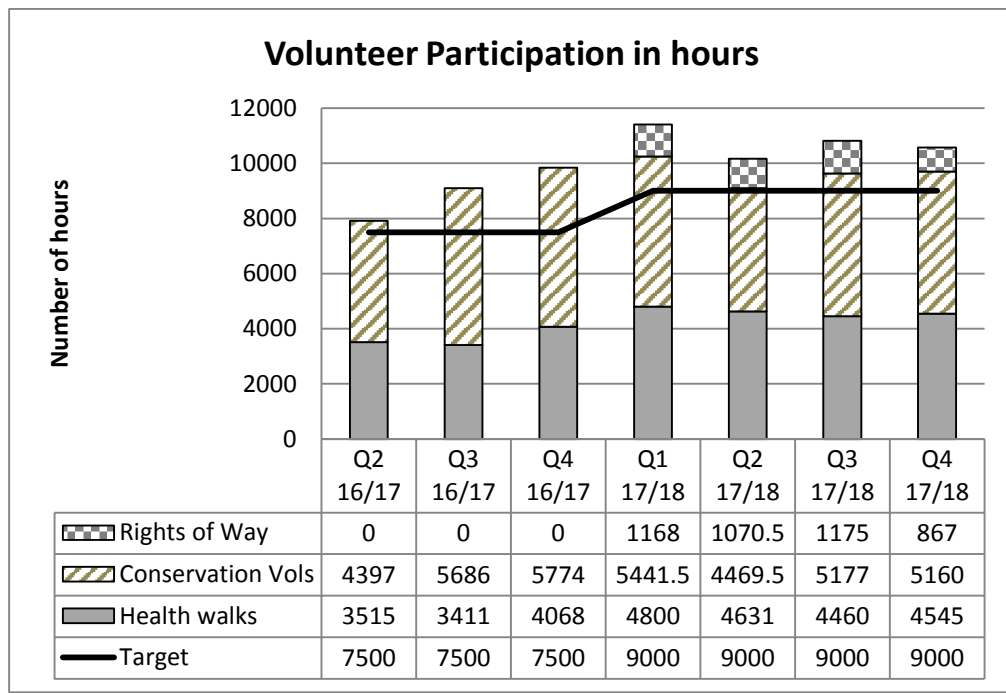


For Q4, 1,010 Health walks were delivered against a target of 800. In 2017/18, there were 4,039 Health Walks led against an annual target of 3,200.

4.3 Countryside and Rights of Way Volunteer Participation

4.3.1 The Countryside and Rights of Way 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. CRoW has been awarded the national Investing in Volunteers Standard for its work supporting volunteers.

4.3.2 Volunteer Participation – Volunteer Hours



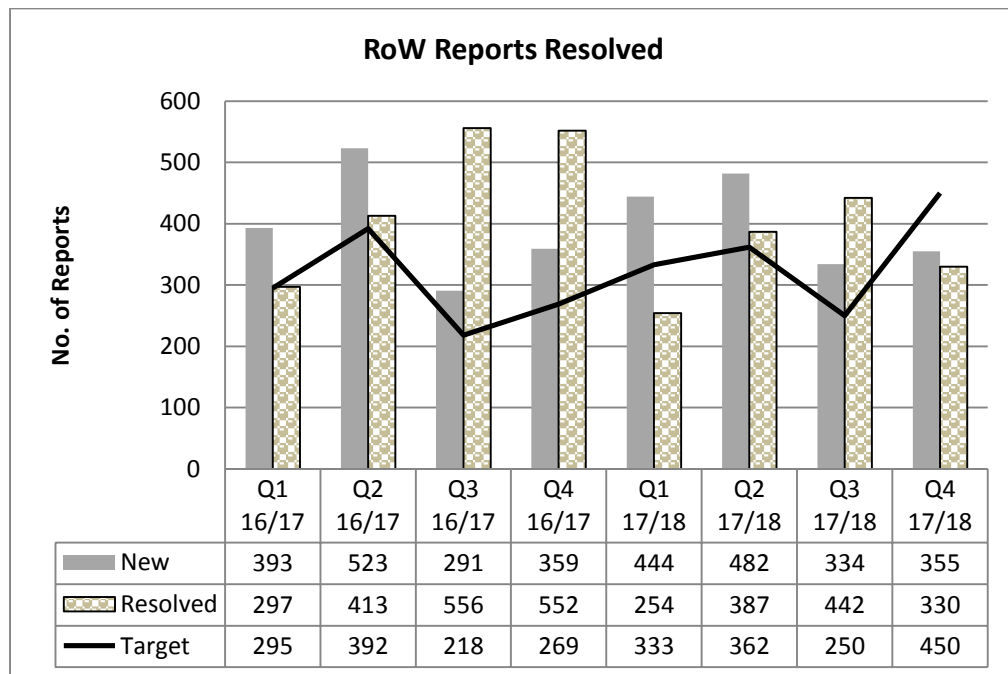
In Q4, there were 4,545 and 5,160 volunteering hours committed to the Health Walks and conservation volunteering respectively.

All CRoW volunteering activity that improves Rights of Way (RoW) 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 867 volunteering hours in this quarter. Therefore, there was a total of 10,572 volunteering hours in Q4 which surpassed the target 9,000 hours.

4.4 Project Income Secured from Sources External to CRoW

4.4.1 In 2017/18, £534,070 was secured from external sources this year to enable the delivery of land management plans and other CRoW activity. This includes £45k secured from the Lottery for a project in Hertsmere and an accumulated sum in excess of £80k secured through Section 106 contributions. All monies secured to deliver land management and community involvement projects for wildlife and people.

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

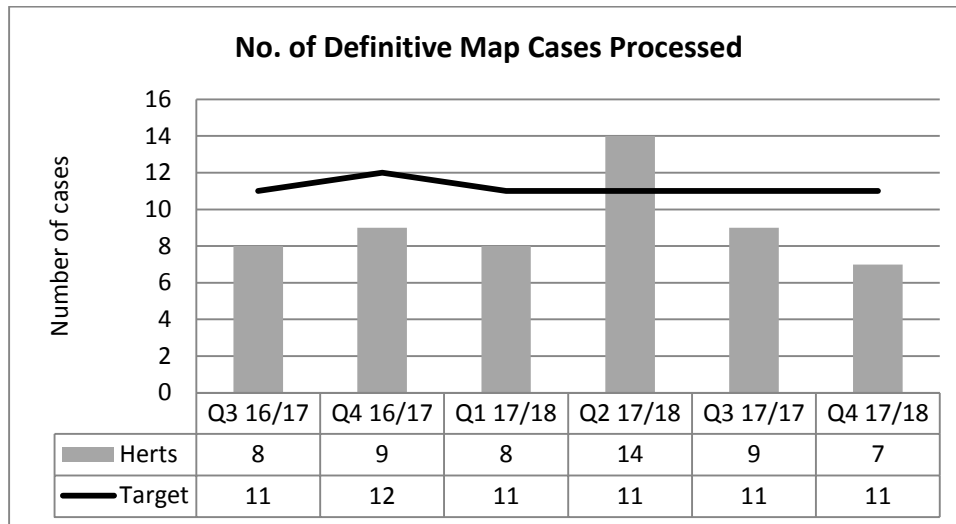


4.5.1 Reports are responded to and resolved according to HCC policy & priorities, to ensure the RoW network remains in a safe and useable condition.

4.5.2 This quarter, is just slightly low at 93% due to pressures of other workloads.

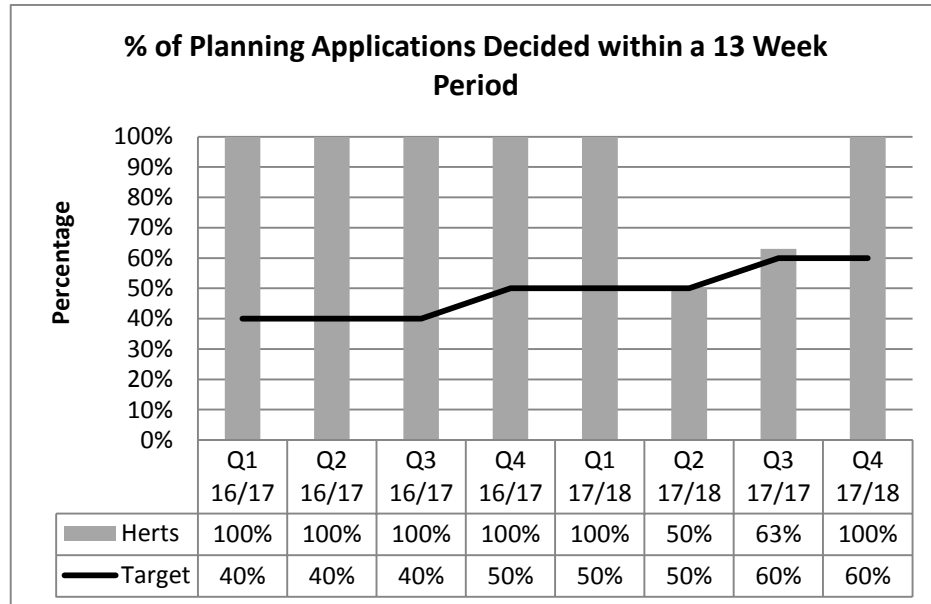
4.5.3 The outcome of this indicator is that customers' reports are responded to and resolved according to HCC policy & priorities, to keep the RoW network in a safe and useable condition.

4.6 The number of definitive map case decisions & orders made, and public inquiries held each year.



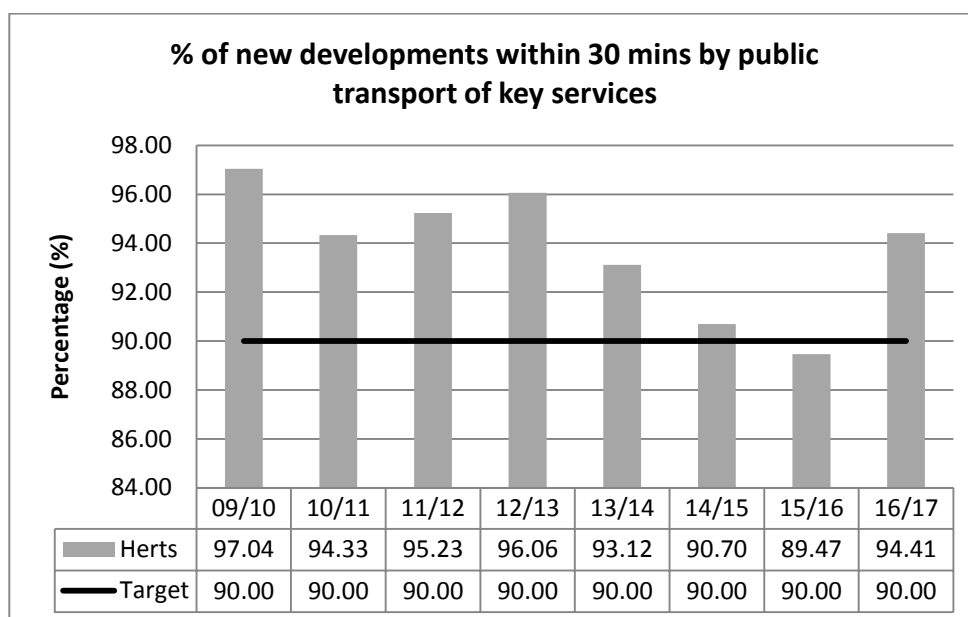
4.6.1 The quarter is the lowest performance of the year due to recent staff reductions. Overall, there were 38 definitive map cases processed in 2017/18 against an annual target of 44 (86%).

4.7 The timeliness of decisions for all County Matter planning applications



4.7.1 In Q4, the performance was 100% or 11 out of 11. Three applications were determined within the standard statutory period. Extensions of time were agreed on the remaining applications; this was to fit in with the committee cycle or to allow the applicant to submit additional supporting information.

4.8 Percentage of new developments within 30 minutes by public transport of key services



4.8.1 The figures for 2016/17 show that 94.41% of new developments are within 30 minutes by public transport of key services. This is a 5% improvement on the previous year and is attributed to Stevenage undergoing a lot of office to residential conversions in the middle of town.

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 To date, ENV0142 controls have focused on controlling the risk from Ash Dieback and Oak Processionary Moth. The spread of Xylella in Europe (a disease affecting common trees such as oak and plane and popular garden and landscaping plants such as lavender) and publication of Defra's 25-year Environment Plan provides an additional focus for ENV0142 controls, i.e. developing responsible procurement practices which limit the risk of introducing new diseases from Europe. The likelihood of failing to manage the tree risk remains 'possible' and attracts a 'high' impact.

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 Q4.

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

[EPT Q3 Performance monitor](#)