

## Performance to 30<sup>th</sup> September 2006

### Cabinet Member - Environment

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Percentage of the total tonnage of household waste arisings which has been recycled (BVPI)	17.31 amended following audit to 17.46	17.5	20.11	There is a time lapse in receiving data from Worcestershire County Council	These figures covers the period April – August only	In order to ensure we achieve this target the Waste Challenge team (Partnership between Herefordshire and Worcestershire) have further developed their plan for 2006/7, which is currently on target  Expansion of service to both North and South rounds completed 6 October 2006.  Paper banks have been ordered for the schools and will shortly be installed.
Tonnage of household waste arisings which has been recycled (BVPI)	16059.28	16,271	8271.48			
Percentage of the total tonnage of household waste arisings which has been composted (BVPI)	6.58 amended following audit to 6.61	6.6	8.47			
Tonnage of household waste arisings which has been composted (BVPI)	6102.11	6,136	3484.44			

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Percentage of the total tonnage of household waste arisings that has been recycled or composted (CPA)	23.89	24.1	28.58			
Percentage of the total tonnage of household waste arisings which has been used to recover heat, power and other energy sources (BVPI)	0	0	1.87			
Tonnage of household waste arisings which has been used to recover heat, power and other energy sources (BVPI)	0	0	770.30			
Percentage of the total tonnage of household waste arisings which has been landfilled	76.11	75.9	69.54			

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Tonnage of household waste arisings which has been landfilled (BVPI, LAA, CP)	70599.53	70,570	28605.63			
Kg of household waste per head per annum (BVPI, CPA, LAA, CP)	521.72	520	231.34			
Percentage change from the previous year of Kg of household waste per head per annum (BVPI)	-1.42	-0.56	-1.87			
Cost of waste collection per household (BVPI)	£44.69	£48.26		These indicators are calculated after the end of the financial year as part of final accounts preparation		
Cost of waste disposal per tonne for municipal waste (BVPI)	£78.99	£78.41				
The percentage of people satisfied with the cleanliness standard in their area (BVPI, CPA)		65		This survey is underway. Initial results are anticipated in December		Publicity/activity prior to and during survey

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
The percentage of people satisfied with household waste collection (BVPI, CPA)		89		This survey is underway. Initial results are anticipated in December		Publicity/activity prior to and during survey
The percentage of people satisfied with waste recycling (BVPI, CPA)		67				
The percentage of people satisfied with waste disposal (BVPI, CPA)		82				
Percentage of population resident in the authority's area which are served by a kerbside collection of recyclables (BVPI)	62.28	67	62.28		Kerbside collection extended in September	See activity for other waste targets

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Percentage of population resident in the authority's area which area served by a kerbside collection of 2 recyclables (BVPI, CPA)	60.28	67	60.28			
The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level (BVPI, CPA, LAA, CP)	18	18	23 Next reading end of November	A complete transect is undertaken every three months and analysed. Scores will be reported in August, November, February and May. This score follows the first quarter transect (April – June)	This increase is as a result of a high level of detritus rather than litter.	Fixed penalty notices introduced 7 <sup>th</sup> August 2006 Staff training undertaken and changes to main duties completed Education – dialogue and work with schools and colleges Underway – positive responses from 15 schools to date Provision of support and equipment to voluntary groups for local cleansing campaigns - scheme to commence November 2006. Scheme advertised and equipment purchased. Draft advertising and promotional campaign plan
The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible (BVPI)	3	2	3 Next reading end of November			

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible (BVPI)	2	2	0 Next reading end of November			produced
The year-on-year reduction in total number of incidents and increase in total number of enforcement actions taken to deal with fly-tipping' (BVPI)	1	1	1	1 is the highest grade		
Total emission per annum of CO2-e from Council Influenced activities				Baseline data being established		
Percentage of all schools in Herefordshire registered on the eco-schools programme	72	72	72	This data is collected annually and reported in May		
Percentage of all schools in	50	50	50	This data is collected annually and reported		

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Herefordshire registered on the eco-schools programme achieving award levels				in May		
Percentage of new homes built on previously developed land (BVPI, CPA)	71.3	60		This data is collected annually and reported in June		
Percentage of major planning applications determined in under 13 weeks (BVPI, CPA)	61 amended following audit to 56	60	77	This data is collected and reported monthly	The ongoing improvement in performance continues. The success in improving performance on major applications is significant in scale and significance. Ongoing work still to be carried out includes a detailed performance management regime for every application, upgrading the planning	
Percentage of minor planning applications determined in under 8 weeks (BVPI, CPA)	73 Amended following audit to 67	65	82			

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Percentage of other planning applications determined in under 8 weeks (BVPI, CPA)	85 amended following audit to 78	80	92		upgrading the planning registration and consultation systems and making the fullest possible use of electronic submission and consultation of applications.	
The percentage of applicants and those commenting on planning applications satisfied with the service received (BVPI, CPA)		78		This survey is underway. Preliminary results are expected in December.		
Plan Making – Have a development plan (BVPI, CPA)	yes	yes		This is reported annually in May		
Plan Making – Milestones (BVPI)	yes	yes		This is reported annually in May		
Plan making – monitoring report (BVPI)	yes	yes		This is reported annually in May		
Percentage of appeals allowed against authority's	28	25	22	This data is collected and reported monthly		



Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
decision to refuse planning application (BVPI, CPA)						
Quality of service checklist (BVPI, CPA)	94	94	94	This is assessed annually and reported in May		
Total number of conservation areas in local authority area (BVPI)	64	64	64	The number of conservation areas is not expected to change		
Percentage of conservation areas with an up-to-date character appraisal (BVPI)	1.6	14	1.6	Report to Planning Committee in accordance with action plan		
Percentage of conservation areas with published management proposals (BVPI)	0	5	0			
Percentage of Council land without a nature conservation designation but managed for Biodiversity	2.49	2.8	2.49			

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
purposes						
Score against a checklist of enforcement best practice for environmental health (BVPI, CPA)	45	90	45		Action plan developed	
Score against a checklist of enforcement best practice for trading standards (BVPI, CPA)	78.75	90	78.75		Action plan developed	
Number of 'sites of potential concern' [within the local authority area], with respect to land contamination (BVPI)	5910	5901		This indicator is currently measured annually and reported in May		
Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all	0.15	1		This indicator is currently measured annually and reported in May		

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
'sites of potential concern' (BVPI)						
Percentage of pollution control improvements to existing installations completed on time (BVPI)	95.29	95.3		This indicator is currently measured annually and reported in May		
Percentage of new reports of abandoned vehicles investigated within 24hrs of notification (BVPI)	83	95	98	This data is collected and reported monthly		
Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle (BVPI)	90	95	98	This data is collected and reported monthly		
Consumer satisfaction with trading standards service (CPA)	73	80	65	These indicators are measured by survey conducted annually. Results are		

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Business satisfaction with trading standards service (CPA)	91	91	87	anticipated in May		
Trading standards visits to high risk premises (CPA)	79	85		This indicator is currently measured annually and reported in May		
Trading standards, levels of business compliance of businesses visited - high risk premises (CPA)	90	90		These indicators are currently measured annually and reported in May		
Trading standards, levels of business compliance of businesses visited - medium risk premises (CPA)	85	90				
Trading standards, levels of business compliance of businesses visited - low risk premises (CPA)	86	90				
Customer	80	80			These indicators are	

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Satisfaction levels – overall satisfaction with EH service				measured by survey conducted annually. Results are anticipated in May		

### Cabinet Member – Highways and Transportation

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Progress with local transport plan (CPA)	Above average	Well above average	Due in December	Progress is reported in December		Delivery Report submitted in July
Intervention by the Secretary of State under Traffic Management Act powers (CPA)	No intervention	No intervention	Annual	This is assessed annually as part of the CPA Service Assessment process		
Condition of principal roads - % worse than condition threshold (BVPI)	21	5	Available Dec / Jan 07	These indicators are measured annually by survey Current year's data should be available	TRL have confirmed that the DCL SCANNER survey results have been inconsistent and the Audit Commission have agreed	External review of maintenance procedures and programming commissioned and report produced June 2006. Action plan agreed at

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Condition of non-principal roads - % worse than condition threshold – classified (BVPI)	49.5	20	Available Dec / Jan 07	December 2006/January 2007	that published BVPI results using the system will be flagged and not used for national comparison	workshop in July 2006. Delivery of action plans being monitored at regular meetings (initially monthly).
Condition of non-principal roads - % worse than condition threshold – unclassified (BVPI, CPA)	22.25	21	Available Dec / Jan 07			
Number of Casualties All KSI (BVPI, CPA, LPSA, LAA, CP)	134	129 (LPSA - annual average for period Jan 06 – Dec 08)	83	These BVPIs require the return of data for past years i.e. the current year's "target" is actually the outturn for 2005. To make both the data and activity more meaningful in year reporting will be of provisional accident figures provided by West Mercia Police for the three key indicators – KSI, Under 16 KSI	Figures reported are for the 6-month period January - September	Work continues on implementing a programme of engineering measures combined with road safety education, training and publicity in accordance with a targeted action plan developed with partner organisations.  Crucial Crew events held in June and September  Information leaflet published in July and distribution with Hi-viz jackets underway  Whitecross School 20 mph
Percentage Change over previous year - All KSI (BVPI)						
Percentage Change over 1994-8 average All KSI (BVPI)						

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Number of Casualties Children KSI (BVPI, CP)		15	6	and slight injuries. There is a time delay in receiving the provisional data.		zone completed to complement opening of new school
Percentage Change over previous year Children KSI (BVPI)						
Percentage Change over 1994-8 average Children KSI (BVPI)						
Number of Casualties All Slight Injuries (BVPI, CPA)		788	436			
Percentage Change over previous year All Slight Injuries (BVPI)						
Percentage Change over 1994-8 average All Slight Injuries (BVPI)						
Local authority road works per kilometre of traffic sensitive road (BVPI)	0	0	0	This indicator is measured and reported monthly		

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Local bus services (passenger journeys per year) (BVPI, CP, CPA)	3,109,000 amended following audit to 3,248,935	3817000	Due May 2007	This data is currently collected annual and is reported in May	Discussions to be held with bus operators on the provision of returns more frequently	Work is underway on this year's programme of work to promote and support bus use. Progress to date includes: <ul style="list-style-type: none"> <li>• Launch of Free Concessionary Fares Scheme on 1<sup>st</sup> April</li> </ul>
The percentage of users satisfied with the local provision of public transport information (BVPI, CPA)		62	Due in December	This survey is underway	Publicity/activity is underway  Herefordshire Voice is being used to establish what influences people's perceptions.	<ul style="list-style-type: none"> <li>• Roll-out of improved road side information to bus stops throughout the County to provide clear and concise "Buses from this stop" information to replace less clear timetables</li> </ul>
The percentage of users satisfied with local bus services (BVPI, CPA)		62	Due in December			<ul style="list-style-type: none"> <li>• Services re-tendered to continue from September</li> <li>• New services secured for Victoria Park, Hereford (from July) and to serve new ASDA, Hereford (from store opening)</li> <li>• New format improved Public Transport Timetables published August / September</li> <li>• Press releases and Herefordshire Matters articles published</li> </ul>
The percentage of pedestrian crossings with facilities for disabled people (BVPI, CPA)	75.6	90	77	This indicator is measured and reported monthly	2005-06 outturn (and performance to June) amended following audit	



Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
Condition of footways (BVPI, CPA)	30.68	30	Due May 2007	This indicator is currently measured annually and reported in May		
The average number of days taken to repair a street lighting fault, which is under the control of the local authority (BVPI)	6.43	5	4.31	This indicator is measured and reported monthly	Changes to data collection following audit. 2005-06 outturn reduced, but targets unaffected	
The average time taken to repair a street lighting fault, where response time is under the control of a DNO (BVPI)	34.15	33	7.11			
Change in Annual Average Daily Traffic (AADT) volumes - 1% growth p.a. (CP)	100.4	105	Due May 2007	These indicators are currently measured and reported annually. Additional analysis is being put		Successful Travel Information Day event held in High Town, Hereford on 29 <sup>th</sup> September with information provided on sustainable travel, public

Indicator	2005-06	2006-07		Note	Comment	Key activity to date
		Target	Performance			
No. of cycling trips (index) based on 12 hour week-day cycle movements (CP)	118	107	Due May 2007	in place and it is anticipated that monthly updates will be available by September		transport and road safety Staff Travel Plan survey circulated to staff in accordance with programme
Percentage of subsidised bus services operated with disabled accessible vehicles	80	80	Due May 2007	This indicator is measured annually and reported in May		
Number of Penalty Charge Notices issued	19184	20000	6828	This indicator is measured and reported monthly		