

ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING**Report By: Head Of Economic And Community Services****Wards Affected**

Countywide

Purpose

1. To report on the performance position for the Economic and Community Services Division within the Adult and Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. The Performance Improvement Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the performance indicator out-turns as at **17th March 2008**, target figures for 2007-08, along with information about forecast, direction of travel and status, which are defined as:
 - ◇ Forecast – the anticipated out-turn at year end based on current information and intelligence,
 - ◇ Direction of Travel (**DoT**) – indicates whether the current position demonstrates improvement against the previous year's out-turn. If there is no movement on the PI this is seen as a negative DoT.
 - ◇ Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.
3. These indicators as listed here are either Best Value Performance Indicators (BVPIs which are nationally set indicators) or Local Public Service Agreement 2 indicators (LPSA2) agreed as specifically important to the County. These are not all the indicators for the division, but a broad range which reflects the services undertaken. The indicators, where data is available, are benchmarked against national standards. This should be considered along side spend to give a full picture of how an authority is performing next to the resources available.

The table in Appendix One includes details of the Economic and Community Services Performance Indicators.

Key considerations are:

Reduce violent crime in Herefordshire – likely to exceed target of 2,553 with a projected out turn of 2,979 (this will impact on the reduction in overall British Crime Survey)

Action: The third quarter shows a positive down turn in the figure (Q1 848, Q2 710, Q3 602) and could result in a more positive end of year forecast as predicted earlier in the financial year. A number of schemes are in place to reduce the figure including Implementation of Violent Crime Reduction Act (Powers to direct persons from localities if alcohol related incidents) with

introduction of body-worn video kits so people involved in disorder can be identified. Shift patterns to ensure that as many officers are available as possible at peak time. Also greater scrutiny for offences of violence recorded by police.

Reduce incidences of criminal damage – likely to exceed target of 2,101 to result in 2,816 (this will impact on the reduction in overall British Crime Survey)

Action: there has been a high level of activity to address this indicator including dealing with “streetscene” with a partnership approach to locating, identifying and cleaning graffiti reported by Community Support Officers.

% satisfied with libraries – the target was 72% with a result of 69%

Action: The Library Plus Survey shows that Ledbury and Hereford libraries are the poorest performing because of their “environment”, which covers access and availability of book stock. Feasibility work is underway in relation to providing new library facilities in both locations.

Number of library visits per 1,000 population – the target was 4,480 and the out-turn is likely to be 4,419

Action: A “passport” scheme has been running since January to engage increased visit use by children and adults. The impact of these schemes could improve the forecasted outcome.

% satisfaction with theatres and concert halls – the target was 54% with a result of 48%

Action: though this has not met the target it has remained static with 2006/7. The Courtyard have made a number of changes related to their improvement plan.

% of footpaths and rights of way easy to use by the public – the target was 50% with a result of 39%

Action: the indicator results are measured through a survey in the spring and autumn through a random sample of PROW. The autumn figures were about average with previous years with the spring result showing a large drop. There is not one particular problem in the spring survey and the random nature of the survey creates a “hit or miss” effect. As part of the Service Delivery Review with Amey Wye Valley how resources are deployed will be considered, especially in the light of value for money.

% of adult residents satisfied with their local community as a place to live – the target was 87% and result was 79%

Action: This is a significant drop and could be linked to negative profile in the local media. Projects are taking place to engage neighbourhoods in managing their communities as a way of addressing satisfaction.

% of residents reporting that they have engaged in formal volunteering for an average of two or more per week – the target was 22% and the result was 17%

Action: There has been an increase to 17% in the 2007 Satisfaction Survey from 15% in 2006. Actions taken are ongoing publicity, investment in training opportunities for volunteer coordinators in the Voluntary Sector, support for a publicity work for voluntary organisations. Members should be aware that nationally there is a trend for volunteering on an occasional basis but not for the regular volunteering through organisations.

% of respondents finding it easy to access a local shop (target 91% and result was 88%), post office (target 86% and result was 79%), and culture and recreation facilities (target was 57% and result was 52%).

Action: this is more linked to perception as there has been no change to the number of culture and recreation facilities. Although there have been a small number of post office closures over the past 9 months (Bartestree, Colwall and Brampton Rd, Hereford) which may have impacted on the satisfaction figures, there has been no announcement yet on the closures in Herefordshire, which will be part of the nationwide formal closure programme. However, the publicity and media coverage may well have had an impact. In addition, there have been two

village shop closures in the last 6 months, (one of which is due to reopen as a community village shop, supported through a Community Regeneration Grant). Financial support has been secured by the Rural Shops Alliance to provide business advice to existing shops to help improve their viability.

There are a new set of performance indicators as part of the national framework. None of the current indicators will stay in the current form, with different ways of counting results. Some indicators have been dropped completely including satisfaction with cultural facilities and PROW access.

The national indicators relevant to Economic and Community Services are listed in appendix two.

RECOMMENDATION

THAT (a) the report on performance be noted;

and

(b) areas of concern and exception continue to be monitored.

BACKGROUND PAPERS

- None Identified

Further information on the subject of this report is available from
Natalia Silver, Head of Economic and Community Service on 01432 260732.