

## **ENVIRONMENT & CULTURE AND REGENERATION DIRECTORATES: PERFORMANCE FOR THE SIX- MONTH PERIOD TO SEPTEMBER 2008**

**Report By: Improvement Manager**

### **Wards Affected**

County-wide

### **Purpose**

1. To update Members on the progress towards achievement of targets for 2008-09 relevant to the Environment Scrutiny Committee and contained within the Environment & Culture and Regeneration Directorates Plans. This report continues last year's practice of adopting a similar format to that of the Integrated Corporate Performance Report for reporting performance against each indicator.

### **Financial Implications**

2. None.

### **Background**

3. The Council's Corporate Plan sets out its objectives, priorities, targets and key actions for each of the three years 2008-11. It includes all the indicators and targets in the new Local Area Agreement (LAA), as well as those in the Herefordshire Community Strategy (HCS). Each Directorate's plan sets out the contribution, in terms of objectives, priorities, targets and key actions, it will make to achieving the objectives of the Council's Corporate Plan as well as to the achievement of other Directorate priorities. Progress needs to be assessed regularly, together with the risks to achievement and the action being taken to address these and improve performance.
4. The overall position shows an improvement in the number of indicators judged to be Green. The provision of more information about actions that should contribute to improved performance has enabled a rating as Green or Amber a number of previously Red rated indicators. Nonetheless, the total number of Red rated indicators has increased. For those indicators where it is possible to show comparative direction of travel the position has improved since July.

### ***Progress against the Council's Corporate Plan***

5. The following is an analysis of performance against target in relation to the Corporate Plan and Directorate plans. For comparison, July's figures are in brackets:

	No. of indicators	On course to achieve target (or establish baseline)	Some progress, but data not available to determine whether the target will be achieved	Not on target / no activity reported
Corporate Plan (including LAA and HCS)	<b>10</b> (10)	<b>3</b> (2)	<b>7</b> (6)	<b>0</b> (2)
of which				
Local Area Agreement (LAA)	<b>7</b> (7)	<b>1</b> (1)	<b>6</b> (5)	<b>0</b> (1)
Herefordshire Community Strategy (HCS)	<b>7</b> (7)	<b>3</b> (1)	<b>4</b> (5)	<b>0</b> (1)
All National Indicators (NIs)	<b>26</b> (26)	<b>15</b> (8)	<b>11</b> (15)	<b>0</b> (3)
All reported indicators	<b>35</b> (35)	<b>19</b> (13)	<b>13</b> (18)	<b>5</b> (4)

#### ***Direction of travel***

6. Analysis of those indicators where it is possible to assess direction of travel is detailed below:

<b>Direction of Travel</b>		
	July	September
Improving	8	<b>10</b>
No real change	2	<b>0</b>
Deteriorating	2	<b>2</b>
<b>Total</b>	12	<b>12</b>

Further information on the subject of this report is available from John Eades, Improvement Manager on 01432 260985

### ***Overall performance***

7. There continues to be little substantive performance information, since many of the indicators are part of the new National Indicator set and have as their target that baselines should be established this year. However there is a risk that baselines may not be established for indicators NI 182 'Satisfaction of businesses with local authority regulation services', NI 183 'Impact of local authority regulatory services on the fair trading environment', and NI 184 'Food establishments in the area which are broadly compliant with food hygiene law'. Although these are not key indicators they have been judged Red because of the risk of failure to establish a baseline.

### ***Highlights***

- There is a risk that baselines may not be established for indicators NI 182 'Satisfaction of businesses with local authority regulation services', NI 183 'Impact of local authority regulatory services on the fair trading environment', and NI 184 'Food establishments in the area which are broadly compliant with food hygiene law'. Although these are not key indicators they have been judged Red because of the risk of failure to establish a baseline.
  - Road casualty figures remain below target and compare well with last year.
  - The proportion of municipal waste landfilled is now better than target.
  - Latest street cleanliness results are all positive, with flytipping now on target.
  - A further increase in the percentage of planning appeal decisions allowed against the council's decision to refuse planning applications means that latest performance continues to decline and remains worse than last year and target. Although this is not a key indicator it has been judged Red because of the financial risk of grant abatement.
8. Details of the indicators reflecting each of the Corporate Plan themes are given in **Appendix A**.

### ***Customer satisfaction***

9. Some services in both Directorates have had the benefit of regular monthly customer satisfaction surveys since March 2008, with results being available from June based on the new directorate structures. Coverage has gradually increased in the Environment and Culture Directorate, but only covers the Planning and Transportation division in the Regeneration Directorate. Responses to the September survey have been analysed, the following being highlights:

***Environment and Culture Directorate***

- For the month of September, 63% of the respondents were very or fairly satisfied with the service they received overall while 31% (15) were very or fairly dissatisfied. Since June when the survey began in its new form, 71% of the respondents were very or fairly satisfied with the service they received overall while 24% were very or fairly dissatisfied.
- 49% agreed their issue had been dealt with, 9% felt it had been only partially dealt with and 35% considered the issue had not been dealt with. Since June 61% agreed their issue had been dealt with, 9% felt it had been only partially dealt with and 23% considered the issue had not been dealt with.
- 45% got the outcome they wanted, 42% did not and 4% considered they only partly received the outcome they wanted. Since June 55% got the outcome they wanted, 28% did not and 10% considered they only partly received the outcome they wanted.

***Regeneration Directorate***

- For the month of September 2008, 98% of the respondents were very or fairly satisfied with the service they received overall while 2% was fairly dissatisfied. Since June, when the survey began in its new form, 90% of the respondents were very or fairly satisfied with the service they received overall while 7% were very or fairly dissatisfied.
  - 85% agreed their issue had been dealt with, 2% felt it had been only partially dealt with and 6% considered the issue had not been dealt with. Since June 76% agreed their issue had been dealt with, 9% felt it had been only partially dealt with and 12% considered the issue had not been dealt with.
  - 83% got the outcome they wanted, 8% did not and 2% considered they only partly received the outcome they wanted. Since June 76% got the outcome they wanted, 9% did not and 9% considered they only partly received the outcome they wanted.
10. There continues to be a high level of satisfaction overall with staff politeness and courtesy, staff helpfulness and people felt listened to and understood.
  11. The survey is currently limited to requests for service which are received either through Info by Phone or through the highways inspection system. June was the first month in which data based on the restructured Environment and Culture Directorate was available, so there is no direct comparison with the data collected in previous months.
  12. At the last meeting of the Committee it was suggested that comparisons with performance in similar councils would be helpful. The Council has recently joined a benchmarking club to compare performance against national

performance measures. It is hoped that this will present an opportunity to explore, with similar councils, the opportunities for sharing other performance-related data.

## **RECOMMENDATION**

**THAT** subject to any comments which Members may wish to make, the report be noted.

## **BACKGROUND PAPERS**

- None