

ENVIRONMENT & CULTURE AND REGENERATION DIRECTORATES: PERFORMANCE FOR THE NINE- MONTH PERIOD TO DECEMBER 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 continued provision of more information about actions that should contribute to improved performance has enabled a rating as Green or Amber for a number of previously Red rated indicators. The number of Red rated indicators has decreased to 1. For those indicators where it is possible to show comparative direction of travel the position has improved since September. Overall performance in September was an improvement on that reported in 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, September'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)	10 (10)	4 (3)	6 (7)	0 (0)
of which				
Local Area Agreement (LAA)	7 (7)	2 (1)	5 (6)	0 (0)
Herefordshire Community Strategy (HCS)	7 (7)	4 (3)	3 (4)	0 (0)
All National Indicators (NIs)	26 (26)	17 (15)	9 (11)	0 (0)
All reported indicators	35 (35)	23 (19)	11 (13)	1 (5)

Direction of travel

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

Direction of Travel			
	July	September	December
Improving	8	9	10
No real change	2	0	0
Deteriorating	2	3	2
Total	12	12	12

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.

Highlights

- In September there was 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'. Data is now being collected for these indicators and the situation will be re-appraised when that data has been analysed.
 - Road casualty figures remain below target and compare very well with last year.
 - Performance against waste targets continues to improve.
 - Previously falling performance on planning application determination has been halted and is now on target.
 - There has been a significant improvement in planning appeal decisions allowed against the council's decision to refuse planning applications and this indicator is no longer judged Red.
 - Although street cleanliness performance continues to be generally on target detritus remains a problem.
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 December survey have been analysed, the following being highlights:

Environment and Culture Directorate

- For the month of December 70% of the respondents were very or fairly satisfied with the service they received overall (compared with 63% in

September) while 27% were very or fairly dissatisfied (compared with 31% in September). Since June when the survey began in its new form, 72% of the respondents were very or fairly satisfied with the service they received overall while 24% were very or fairly dissatisfied.

- 58% agreed their issue had been dealt with (compared with 49% in September), 8% felt it had been only partially dealt with (compared with 9% in September) and 24% considered the issue had not been dealt with (compared with 35% in September). Since June 60% agreed their issue had been dealt with, 10% felt it had been only partially dealt with and 23% considered the issue had not been dealt with.
- 53% got the outcome they wanted Compared with 45% in September) 31% did not (compared with 42% in September) and 94% considered they only partly received the outcome they wanted (compared with 4% in September). 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 December 2008, 88% of the respondents were very or fairly satisfied with the service they received overall (compared with 98% in September) while 82% were very or fairly dissatisfied (compared with 2% in September). Since June, when the survey began in its new form, 89% of the respondents were very or fairly satisfied with the service they received overall while 7% were very or fairly dissatisfied.
 - 92% agreed their issue had been dealt with (compared with 85% in September), none felt it had been only partially dealt with (compared with 2% in September) and 8% considered the issue had not been dealt with (compared with 6% in September). Since June 80% agreed their issue had been dealt with, 7% felt it had been only partially dealt with and 10% considered the issue had not been dealt with.
 - 96% got the outcome they wanted (compared with 83% in September), 4% did not (compared with 8% in September) and none considered they only partly received the outcome they wanted (compared with 2% in September). Since June 76% got the outcome they wanted, 9% did not and 9% considered they only partly received the outcome they wanted.
10. Across both Directorates' services there continues to be a very 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 and Regeneration Directorates was available, so there is no direct comparison with the data collected in previous months.

RECOMMENDATION

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

BACKGROUND PAPERS

- None