

MEETING:	ENVIRONMENT SCRUTINY COMMITTEE
DATE:	28TH JUNE 2010
TITLE OF REPORT:	ENVIRONMENT PERFORMANCE OUTTURN FOR 2009/2010
REPORT BY:	Performance Improvement Officer

CLASSIFICATION: Open

Purpose

To provide a report on the outturns for key national performance indicator targets for Environment Scrutiny Committee. This report has used the same format as used previously, and now incorporates the adopted performance rating system being used in the new corporate performance report for Cabinet; an explanation of the ratings is shown at Appendix A.

Recommendation(s)

THAT:

- (a) the report be noted;**
and;
- (b) areas of concern continue to be monitored.**

Key Points Summary

- The majority of targets across the services have been reached and work continues within the services to implement any actions and improvements to address any targets that are currently failing.
- Overall there has been improvement in the targets through the delivery of action plans, however some indicators have still failed to reach the target.

Reasons for Recommendations

1. To update the Scrutiny Committee Members on Environment performance
2. To ensure Scrutiny Committee are kept apprised of the plans to improve performance within the services.

Introduction and Background

3. The performance is monitored against the National Indicators (NI) that were introduced from April 2008 Regular reports are sent to the Government of the West Midlands and many of the government departments.

Further information on the subject of this report is available from
Chris Jones, Performance Improvement Officer, Sustainable Communities Directorate,
chris.jones@herefordshire.gov.uk or on (01432) 261596

4. This report covers the Performance Indicator Outturns as at 31st March 2010, against target figures for 2009-10, along with information about Direction of Travel and Status, which are defined as:
 - Direction of Travel – indicates whether the current position demonstrates improvement against the previous year’s out-turn
 - Status – indicates whether the current position demonstrates progress in line with the agreed target – G = Green (exceeded target by over 10%, B = Blue (on target or above target by up to 10%), A = Amber (within 5% of the target) and R = Red (5% or more below target).
5. Progress needs to be assessed regularly, together with the risks and the actions being taken to address these and improve performance.

Key Considerations

6. **NI 182 - Business Satisfaction with Regulatory Services** – Despite the improvement plan that is in place being delivered the end of year target was rated as red which indicates that it was 5% or more below target. The service continues to implement the improvement plan to turn this target around. Stretching but achievable targets have been set for future years
7. **NI 195 - Improved street cleanliness and environmental cleanliness** - The revised action plan that is in place with Amey has delivered against 3 of the 4 sub targets and is rated as blue, which means that they have achieved the target for 2009/10. However, the sub target that was not achieved was the removal of graffiti and was therefore rated red as it was 5% or more below the target
8. **NI 196 - Improved street cleanliness and environmental cleanliness – fly tipping** - The revised action plan has ensured that this target has been achieved and it was therefore rated as blue as it was on target.
9. **NI 193 – Percentage of municipal waste – Landfilled** – The action plan to deliver this target was on track at the end of the financial year. The target was rated at red as it was below target but the direction of travel is improving. However, the Council is currently able to trade LATS allowances with Worcestershire. The two authorities are effectively sharing LATS targets and because of the savings in logistics, it is cheaper for Herefordshire to landfill its waste, whilst Worcestershire is sending its waste to facilities in Coventry and Wolverhampton.
10. **NI 170 – Previously developed land that has been vacant or derelict for more than five years** – A target has been set for the forthcoming financial year of 0.07% and there are actions in place to address this target
11. **NI 157 – Processing of Planning Applications** - Two of the three sub targets of this indicator have come in on target and are rated as blue as they were on target, with the remaining one not coming in on target and therefore rated as red. The delay in processing of the other applications can be attributed to initial technical problems with the CIVICA software that was implemented in September 2009 and which led to a significant backlog of applications. The department has now made significant progress towards clearing this backlog and have seconded two further staff to the work area. A decision was made was to focus attention on processing the major and minor applications as these contribute most directly to the economic regeneration of the county.
12. **NI 175 – Access to services and facilities by public transport, walking and cycling** – This indicator is currently on target and therefore is rated as blue. This is an ongoing element within the local transport plan which is currently being refreshed.
13. **NI 176 – Working age people with access to employment by public transport** – this data will be reported by the Department of Transport and as yet the data for 2009/10 has not been

provided, however this is due in the summer of 2010

14. **NI 47 – Reduction in People killed or seriously injured** - This indicator is currently blue, on target or above target by up to 10%. The Planning and Transportation Road Accident Investigation and Prevention teams continue to lead on a wide range of education, training and publicity to address road traffic collisions. The outturn for the 2009 calendar year was 105 people that were killed or seriously injured which is a reduction on the previous year.
15. The team are also in the process of producing the Local Transportation Plan which includes actions to address this further; looking to reduce the number of people killed or seriously injured in the 2010 calendar year.
16. Further information in respect of the performance outturns can be found in Appendix B.

Community Impact

17. Not Applicable.

Financial Implications

18. None Identified

Legal Implications

19. None Identified

Risk Management

20. None Identified

Consultees

21. None Identified

Appendices

22. Appendix A : Key to Performance Reports
23. Appendix B : Details of Key Performance outturns for Environment Scrutiny for the 2009/10 financial year

Background Papers

24. None identified.