

<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>13<sup>TH</sup> SEPTEMBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>ENVIRONMENT PERFORMANCE UP TO JUNE 2010</b>
<b>REPORT BY:</b>	<b>Performance Improvement Officer</b>

**CLASSIFICATION:** Open

## **Purpose**

To report on the current outturns and progress against the actions for key national performance indicator targets within the remit of 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 supporting actions that are being delivered and closely monitored; with work continuing within the services to ensure that any improvements that need implementing to address any targets that are currently failing are introduced.
- Overall the actions are being delivered and are assisting the services to meet the targets. However, some targets are still failing but there are mitigating actions in place to address these.

## **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.

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

4. This report covers the Performance Indicator Outturns as at 30<sup>th</sup> June 2010, against target figures for 2010-11, 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 continues 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** – Data due to be reported by mid September 2010 as there is a time delay of approximately 2-3 months for the information to be analysed and reported.
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 continue to achieve the target for 2010/11. 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 continues to be achieved and it was therefore rated as blue as it was on target; with the community protection team continuing the enforcement work.
9. **NI 193 – Percentage of municipal waste – Landfilled** – The amount of residual waste per household continues to decrease with increased recycling performance. There is also a national trend of a reduced amount of waste coming from households during the recession. This trend could be threatened by any upturn in the economy.
10. **NI 170 – Previously developed land that has been vacant or derelict for more than five years** – A target has been set for the 2010/11 financial year of 0.07% and there has been some progress against the actions that are in place to assist with meeting this target.
11. **NI 157 – Processing of Planning Applications** - Two of the three sub targets of this indicator have come in slightly below target and are rated as amber and red both being just under and just over 5% off the targets that have been set; with the remaining sub target remaining on target and therefore rated as Blue. A sudden influx of Planning applications and ongoing pre-application discussions has led to this position after being well above target for the preceding two months. The focus remains on processing the major and strategic project 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.
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 imminently and will be reported in quarter 3.

14. **NI 47 – Reduction in the People killed or seriously injured** - This indicator is currently green, above target by over 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 latest outturn was 27 up to the end of June. However, it needs to be recognised that these figures are not final and are subject to change by West Mercia Constabulary until they are finalised at the end of the calendar year.
15. **Customer Contact Satisfaction** – This is measured on a monthly basis across a number of services within the Sustainable Communities Directorate; and for the year up to June 2010 75% of the respondents were satisfied with the service that they received overall while 18% were dissatisfied. (7% expressed no opinion).
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**

25. None identified.