

<b>MEETING:</b>	<b>ENVIRONMENT SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>26<sup>TH</sup> NOVEMBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>ENVIRONMENT PERFORMANCE UP TO SEPTEMBER 2010</b>
<b>REPORT BY:</b>	<b>Performance Improvement Officer</b>

**CLASSIFICATION:** Open

### **Purpose**

To provide a report on the current outturns and progress against the actions 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 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

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Further information on the subject of this report is available from  
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government departments.

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 December 2010 for the second quarter as there is a time delay of approximately 2-3 months for the information to be analysed and reported. However the outturn to June 2010 reported that 77% of business were satisfied with regulatory services and therefore is rated as Green as it is 10% or more above the target.
7. **NI 195 - Improved street cleanliness and environmental cleanliness** - The revised action plan that is in place with Amey has delivered all of the 4 sub targets in the second quarter and is rated as blue, which means that they continue to achieve the target for 2010/11. However, there has been improvement in 2 of the sub targets that are now rated as green as they are 10% or more above 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 therefore rated continues to be rated as blue as it is 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 192 – Percentage of household waste sent for reuse, recycling and composting** – There has been a reduction in the percentage therefore the indicator is currently amber as the outturn is below target by upto 5%. The team continue to promote recycling and are confident that the target will be achieved for 2010/11 as the direction of travel is improving.
11. **NI 157 – Processing of Planning Applications** – All of the three sub targets of this indicator are now on track and are rated as blue, the outturn is above target by up to 10%. 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 197 – Improved biodiversity** – This indicator is currently below target and therefore is rated as amber. Work is taking place on 27 sites currently, however there is currently a halt on ABG spend that may affect the delivery of the challenging target of 50 sites.
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 by the end of 2010.

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 48 up to the end of September. 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 September 78% of the respondents were satisfied with the service that they received overall while 14% were dissatisfied. (8% 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.