

Economic Development & Enterprise

Indicator	Lead Director	Tolerance	Performance		Target 2010-11	Latest Performance	Judgement		Direction of Travel		Analysis
			2008-09	2009-10			June	Sept	June	Sept	
Citizen											
NI 168 – condition of principal roads (proxy: delivery against highway maintenance plan) (LAA)	Director of Sustainable Communities	Smaller is better	4%	5%	5%	5% (March 2010)	3	3	n/a	n/a	This data is the outturn for 2009-10. Data collection for this year has commenced and will be included in the third quarter report. The current year's target has become more challenging as a result of the impact of the severe winter weather. However, this is being mitigated by: A more challenging standard for highway defect management has been agreed with Amey and implemented for 2010-11, with performance being reviewed monthly. An extensive programme of maintenance and improvement work for highways which has been agreed with Amey which is reviewed monthly.
NI 169 – condition of non-principal roads (proxy: delivery against highway maintenance plan) (LAA)	Director of Sustainable Communities	Smaller is better	11%	9%	8%	9% (March 2010)	3	3	n/a	n/a	
Service											
NI 182 – business satisfaction with regulatory services	Director of Public Health	Bigger is better		62%	63%	77% (June 2010)	4	4	n/a	n/a	Quarter 2 data is dependent on return of questionnaires, which were sent out October 2010. Report expected December 2010.
Partnership											
NI 178 – bus services running on time (LAA)	Director of Sustainable Communities	Bigger is better	80%	86%	73%	86% (March 2010)	4	4	n/a	n/a	This data is collected annually by various surveys that take a sample of bus passenger users on certain days of the week throughout particular months each year. We have exceeded our 2009/10 target of 71%. Issues arising in terms of punctuality problems are dealt with in partnership with bus operators providing the specific service. All activity has either been achieved or is on target.
Statutory											
NI 157 – processing of planning applications: Major applications within 13 weeks Minor applications within 8 weeks Other applications within 8 weeks	Director of Sustainable Communities	Bigger is better									All targets achieved or exceeded during the months of July, August, September and October.
a) Major applications within 13 weeks			73%	79%	60%	64%	1	3	▼	▲	
b) Minor applications within 8 weeks			73%	67%	65%	70%	3	3	▼	▲	
c) Other applications within 8 weeks			87%	72%	80%	84%	2	3	◀▶	▲	

Safer Communities

Indicator	Lead Director	Tolerance	Target				Judgement		Direction of Travel		Analysis	
			2008-09	2009-10	2010-11	Latest Performance	June	Sept	June	Sept		
Citizen												
NI 47 – people killed or seriously injured in road traffic accidents (calendar year) (LAA)	Director of Sustainable Communities	Smaller is better	115 (3 year average)	105 (2009) 110 (3-year average)	126 (2010) 108 (3-year average)	48	4	4	▲	▲	The Planning and Transportation's Road Safety and Accident Investigation and Prevention teams continue to lead on a wide range of education, training and publicity and engineering measures to address road traffic accidents and all planned activity is taking place to schedule. Proxy indicators for both KSI areas (overall and child KSI's) are above target in 2010 although it should be pointed out that the figures provided are not final and are subject to change by West Mercia Constabulary until they are finalised at the end of the calendar year.	
Environment												
Citizen												
NI 191 – residual household waste per household (LAA)	Director of Sustainable Communities	Smaller is better	690.01kg	639.95	685 kg	309.20 kg	4	4	▲	n/a	Indicator is currently performing better than target- see commentaries for NI 192 and 193.	
NI 195 – improved street cleanliness and environmental cleanliness:	Director of Sustainable Communities	Smaller is better										This data is for the first 4-month survey tranche. As anticipated from analysis of early survey reports the improved performance seen in the last two tranches last year is being sustained. To reduce the levels of detritus in urban areas a street cleansing campaign targeting areas with high volumes of parked vehicles commenced in July 2010. Coordinated sweeps have taken place in these areas with Amey organising alternative parking for residents in order to clear each area of vehicles the night before the clean is due to take place. This campaign has been very successful to date and it is intended to widen the scope of operations - e.g. gully emptying will be included later in the year.
a) Litter			5%	5%	5%	5% (July 2010)	3	3	◀▶	◀▶		
b) Detritus			13%	9%	8%	9% (July 2010)	3	3	▲	◀▶		
c) Graffiti			1%	2%	1%	0% (July 2010)	1	4	▼	▲		
d) Fly-posting			1%	1%	1%	0% (July 2010)	3	4	◀▶	▲		
NI 196 – improved street cleanliness and environmental cleanliness – fly tipping	Director of Sustainable Communities	Smaller is better		Grade 1	Grade 1	Grade 1 (March 2010)	3	3	◀▶	◀▶	47 incidents of fly-tipping recorded in October (56 in 2009). 449 incidents ytd compared to 396 in 2009/10 (11.8% increase). The improved response to reports is likely to be a causal factor in this, the reassurance that something will get done quickly, encouraging reporting. An increasing number of reports are of small (in volume) fly-tips - single items. Actions against fly-tipping remain high. In October there were 3 successful prosecutions at Magistrates Court, and one formal caution. One FPN was issued, and paid. 30 duty of care inspections were carried out. A further case was recommended for formal caution, and 4 cases recommended for prosecution. The weighted defra score for the authority remains at grade 1 - very effective.	
Service												
NI 192 – % of household waste sent for reuse, recycling and composting	Director of Sustainable Communities	Bigger is better	33.24%	35.60%	41%	40.80%	3	2	▲	▲	Further improvement of recycling performance will continue by introducing the service to more flats and similar developments and further expansion to schools. Following agreement with our contractors we hope to introduce recycling services to village halls and charities within the next few weeks. We will continue to promote recycling, composting and waste prevention through events and promotional events. It should be noted that the 40.8 recycling figure is supported by a seasonally high level of garden waste composting which will reduce over the winter months. Consequently the initiatives identified here will be even more important as we reach the end of year so we meet, or exceed our 41% year-end target.	
Partnership												
NI 197 – improved biodiversity (LAA)	Director of Sustainable Communities	Bigger is better	40.90%	43.20%	44.10%	43.2% (March 2010)	4	2	n/a	n/a	Work is taking place on 27 sites towards the target of 50. However 23 sites are still outstanding due to halt in ABG spend. The indicator may not be met if further funds are not found.	
Statutory												
NI 186 – CO ₂ emissions (LAA)	Director of Sustainable Communities	Smaller is better			13.1% (2010)	2.3% (2007)	3	3	n/a	n/a	Although some tasks are not taking place as planned due to limited resources and funding, h.Energy Week took place as planned with many events full to capacity and some even oversubscribed. The programme included more than 40 events. The final report from the Herefordshire Renewables Study has now been received and a meeting has been held with a potential Woodfuel producer/supplier interested in forming a cooperative within the County. Energy efficiency schemes continue to run as planned with 120 Powerdown devices distributed up to the end of October 2010 and 70 grants issued via the SEES renewable scheme.	
NI 193 - % of municipal waste landfilled	Director of Sustainable Communities	Smaller is better	64.61%	62.30%	60.00%	56.7% (August 2010)	1	4	▲	n/a	Complete data only available from 1 April 2010 to 31 August 2010. We are on target for this NI due to increased diversion of waste from landfill with the successful introduction of the new refuse and recycling collection service. As with NI 191 the reduction in overall waste has also helped reduce the amount of municipal waste sent to landfill.	