

MEETING:	ENVIRONMENT SCRUTINY COMMITTEE
DATE:	28TH FEBRUARY 2011
TITLE OF REPORT:	ENVIRONMENT PERFORMANCE UP TO DECEMBER 2010
REPORT BY:	Principal Directorate Services Officer

CLASSIFICATION: Open

Purpose

To report on the current outturns and progress against the actions for key national performance indicator targets for Environment Scrutiny Committee up to December 2010. 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

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 31st December 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 September 2010 reported that 76% 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. There continues to be improvement in 1 of the sub targets that is rated as green as it is 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 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. This indicator is on target and is currently rated as blue
10. **NI 192 – Percentage of household waste sent for reuse, recycling and composting –** The direction of travel on this indicator is improving despite this the indicator is currently amber as the outturn is below target by up to 5%. The team continue to promote recycling and are confident that the target will be achieved for 2010/11.
11. **NI 157 – Processing of Planning Applications** – All of the three sub targets of this indicator are now on track and are rated as green, the outturn is above target by over 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 a halt on Area Based Grant spend that may affect the delivery of the challenging target of 50 sites.
13. **NI 168 – Condition of Principal Roads & NI 169 Condition of non-principal roads** – This indicator is currently blue, the targets have become more challenging as a result of the severe winter weather. However, this is being mitigated with an extensive programme of

maintenance and improvement work for highways which has been agreed with Amey and continues to be monitored on a monthly basis.

14. **NI 47 – Reduction in the number of 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 61 up to the end of December. 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. Furthermore, the 3 year outturn was 86, which continues to show the reduction in the number of people killed or seriously injured.
15. **Customer Contact Satisfaction** – This is measured on a monthly basis across a number of services within the Sustainable Communities and Public Health Directorates; and for the year up to December 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 2010/11 financial year

Background Papers

25. None identified.