ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	**Meeting:**	**Cabinet Member - Delegated Powers Meeting**
2.	**Date:**	**8 November 2004**
3.	**Title:**	**Streetpride Performance Response Times**
4.	**Programme Area:**	**Economic and Development Services**

5. Summary

Results for the third quarter of 2004 are presented in tabular form in Appendix 1. They show that overall, performance is slightly improved compared to the previous quarter with most now achieving 100%

6. Recommendations

(a) That the report be noted, and

(b) That Streetpride continue to monitor performance response times and report to the Cabinet Member quarterly.

7. Proposals and Details

The Streetpride Service has a set of targets covering 'response times' for 26 key services. Our actual performance achieved in respect of each of these targets is recorded and monitored monthly.

The results for the last quarter (see Appendix 1) show that 84% of these key services are now consistently being delivered within the target response times 100% of the time. In September 2004, those services which did not meet the specified targets 100% of the time were as follows:

Streetlight out	(79%)
Removal of fly tipping	(91%)
Removal of dog mess	(94%)
Estimate for vehicle access crossing	(97%)

Action is continuing to further improve performance in these 4 areas.

8. Finance

All costs incurred in meeting these response times are contained within existing budgets.

9. Risks and Uncertainties

Streetpride is now a high profile Council Service. There is a risk that if the demand for services rises, there may be some reduction in performance response times compared to current levels.

10. Policy and Performance Agenda Implications

Improving Streetpride's response times in respect of all 26 services makes a significant contribution to the delivery of the Council's Sustainability and Safer Rotherham agendas - particularly in respect of the removal of abandoned cars, fly tipping and graffiti, as well as the repair of street lighting faults and highway defects.

11. Background Papers and Consultation

Appendix 1 - Streetpride response times (produced jointly with Housing and Environmental Services)

Contact Name : *Jon Surridge, Specialist Support Manager, Streetpride Service*
Extension 2908 e-mail: jonathan.surridge@rotherham.gov.uk