

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 9 May 2005

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chair is of the opinion should be considered as a matter of urgency.
3. Streetpride Performance Response Times (Pages 1 - 6)
- to note the report
4. Exclusion of the Press and Public
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 8 of Part I of Schedule 12A to the Local Government Act 1972 (expenditure to be incurred by the Authority).
5. Negotiated Tender Submission - Wath Regeneration Scheme Phase 7A (Pages 7 - 12)
6. Tender Report - Decent Homes Windows and Doors Replacement Scheme at Maltby (Pages 13 - 15)

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Housing and Environmental Services Cabinet Member - Delegated Powers Meeting
2.	Date:	9 May 2005
3.	Title:	Streetpride Performance Response Times
4.	Programme Area:	Neighbourhoods

5. Summary

Streetpride's performance in respect of timeliness in dealing with requests for service has continued to improve during the financial year 04/05. The overall success rate in meeting target response times rose from 94.4% in 03/04, to 97.6% in 05/06

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 quarter January to March 05 are shown in Appendix 1. Overall performance was similar to the previous quarter, with only 5 services not fully meeting targets during the quarter. These were as follows:

Request for a vehicle access crossing	(90.7%)
Streetlight out	(82.3%)
Dangerous defect in carriageway	(95.3%)
Removal of fly tipping	(79.3%)
Removal of dog mess	(96.7%)

Action is continuing to further improve performance in these 5 areas.

The cumulative results for the financial year 04/05 are shown in Appendix 2 alongside the results for the previous financial year. This demonstrates that performance has either remained the same (at 100%) or improved, in virtually all areas when compared to the previous year.

The average overall success rate increased from 94.4% to 97.6%

8. Finance

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

9. Risks and Uncertainties

Streetpride is a high profile Council Service and after 2 years of continuous improvement, performance response times have now reached a plateau. There is a risk that if the demand for services rises, there may be a reduction in performance response times compared to the current levels being achieved.

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 for the quarter Jan- March 05

Appendix 2 – Streetpride response times for 03/04 and 04/05

(Both appendixes produced jointly with Streetpride)

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APPENDIX 1 - STREETPRIDE RESPONSE TIMES

STREETPRIDE RESPONSE TIMES		Number of requests	% meeting target response time	Number of requests	% meeting target response time	Number of requests	% meeting target response time	% meeting target response times	% meeting target response times	Comments
Request for Action	Target Response 2004/05	Jan-05	Feb-05	Mar-05	Cumulative (Year to Date)	Average this quarter				
1(a)	Make safe dangerous overhanging trees/vegetation on highway land.	0	100%	0	100%	1	100%	100%	100%	Target fully met throughout the quarter
1(b)	Cutting back will be carried out within 5 days .	3	100%	0	100%	0	100%	100%	100%	Target fully met throughout the quarter
2(a)	Make safe dangerous overhanging trees/vegetation on private land.	0	100%	0	100%	0	100%	100%	100%	Target fully met throughout the quarter
2(b)	If necessary, the danger will be signed and guarded within 4 hrs . After 14 days a 14 Day notice will be served on the owner and then cutting back will take place.	5	100%	3	100%	0	100%	100%	100%	Target fully met throughout the quarter
3	Estimate/license for vehicular dropped crossing.	18	100%	18	78%	17	94.1%	95.6%	90.7%	Performance dropped slightly in February due to staff sickness and holidays
4	Street light out.	394	81%	324	82%	281	84%	81.3%	82.3%	During the quarter performance has improved steadily. The average time to repair a street-lighting fault during the quarter was 3.16 days
5(a)	All lights out - 4 hrs	6	100%	12	100%	7	100%	100%	100%	Target fully met throughout the quarter
5(b)	Faulty traffic lights.	7	100%	8	100%	8	100%	99.3%	100%	Target fully met throughout the quarter
6	Dangerous defect in carriageway.	7	86%	14	100%	26	100%	97.6%	95.3%	Target fully met in February and March
7	Dangerous defect on footpath.	9	100%	13	100%	16	100%	97.8%	100%	Target fully met throughout the quarter
8	Removal of fly tipping	296	77%	255	81%	317	80%	82.9%	79.3%	Performance has improved slightly during the quarter, but boggy ground caused by bad weather and the use of staff for Winter maintenance, had an adverse impact on response times. During the quarter, the average time to remove fly tipping was 0.7 days.
9	Removal of dog mess	63	98%	52	98%	50	94%	98.3%	96.7%	Performance dropped slightly in March due to staff sickness.

APPENDIX 1 - STREETPRIDE RESPONSE TIMES

Resp	Request for Action	Target Response 2004/05	Jan-05		Feb-05		Mar-05		Cumulative (Year to Date)	Average this quarter	Comments
			3	100%	1	100%	2	100%			
Steve Finley	10(a)	Burnt out - within 24 hrs	3	100%	1	100%	2	100%	97.9%	100%	Target fully met throughout the quarter
	10(b)	Removal of abandoned car.	4	100%	3	100%	5	100%	100%	100%	Target fully met throughout the quarter
	10(c)	Runner - 15 working days	2	100%	2	100%	5	100%	100%	100%	Target fully met throughout the quarter
Steve Wiberley	11	Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus. 4 hrs to make safe and inform the owner. Owner to carry out repairs.	6	100%	10	100%	9	100%	99.1%	100%	Target fully met throughout the quarter
Janet Walklate	12	Clear up spillage on carriageway. 4 hrs	33	100%	7	100%	6	100%	100%	100%	Target fully met throughout the quarter
Janet Walklate	13	Empty overflowing litter bin/dog bin. 4 hrs	2	100%	0	100%	0	100%	100%	100%	Target fully met throughout the quarter
Graham Kaye	14(a)	Clear blocked gully causing severe ponding. 4 hrs to sign and guard with, blockage relieved within 1 working day.	0	100%	0	100%	0	100%	100%	100%	Target fully met throughout the quarter
	14(b)	Empty missed wheeie bin (if reported within 24 hrs of being missed). 10 working days.	4	100%	4	100%	4	100%	100%	100%	Target fully met throughout the quarter
Adrian Gabriel	15	Remove racist or offensive graffiti. Within 24 hrs subject to agreement of property owner.	113	100%	42	100%	73	100%	100%	100%	Target fully met throughout the quarter
Adrian Gabriel	16	Request for a Warden visit. 98% within 5 working days.	442	100%	587	100%	723	100%	100%	100%	Target fully met throughout the quarter
Nigel Deffley	17	Clear up drug litter. 95% within 3 hours	9	100%	8	100%	11	100%	100%	100%	Target fully met throughout the quarter
Mark Ford	18	Report of a stray dog. 85% actioned within 24 hrs.	176	99%	139	99%	228	97%	98.2%	98.3%	The target was fully met in January and February and missed by just 1% in March. During March 43 litter and 12 dog fouling fixed penalty notices were issued. The total numbers of fixed penalty fines issued for the year commencing 1st April 2004 were 396 and 134 respectively.
Mark Ford	19	Request for a Warden visit. 98% within 5 working days.	28	100%	31	100%	28	100%	100%	100%	Target fully met for the quarter. The collection of drug litter from public places is a cross Council initiative and in the period 87 notifications for response were received, all were responded to within the 3 hour target. Overall for the year 286 notifications have been removed to safety within the 3 hour target. Of these the Neighbourhood Warden team have removed 50% of the total.
Mark Ford	20	Report of a stray dog. 85% actioned within 24 hrs.	114	97%	92	93%	81	68%	90.0%	86.0%	The target was fully met in January and February but missed in March. For the year to date there have been 1128 reports of stray dogs. Despite there being only one employed Dog Warden, the overall response performance (90%) has exceeded the 85% target. This has been the result of the re-alignment of support for the Dog Warden and re-engineering of the handling of service requests within the Neighbourhood Enforcement team.

Appendix 2

STREETPRIDE RESPONSE TIMES				Percentage meeting target	
Resp		Request for Action	Target Response time	2003/4	2004/5
Colin Knight	1(a)	Make safe dangerous overhanging trees/vegetation on highway land.	If necessary, the danger will be signed and guarded within 4 hrs.	100.0%	100.0%
	1(b)		Cutting back will be carried out within 5 days.	100.0%	100.0%
Colin Knight	2(a)	Make safe dangerous overhanging trees/vegetation on private land.	If necessary, the danger will signed and guarded within 4 hrs.	100.0%	100.0%
	2(b)		After 14 days a 14 Day notice will be served on the owner and then cutting back will take place.	99.2%	100.0%
Graham Weaver	3	Estimate/license for vehicular dropped crossing.	Within 10 working days from receipt of a formal request.	86.0%	95.6%
Bob Stevenson	4	Street light out.	3 working days for a non supply fault.	63.6%	81.3%
Mick Powell	5(a)	Faulty traffic lights.	All lights out - 4 hrs	100.0%	100.0%
	5(b)		Single bulb failure - 24 hrs	99.4%	99.3%
Colin Knight	6	Dangerous defect in carriageway.	4 hrs after being reported by the public	86.4%	97.6%
Colin Knight	7	Dangerous defect on footpath.	4 hrs after being reported by the public	96.1%	97.8%
Nigel Deffley	8	Removal of fly tipping	1 working day	81.9%	82.9%
Janet Walklate	9	Removal of dog mess	Within 2 working days	100.0%	98.3%
Jayne Wright	10(a)	Removal of abandoned car.	Burnt out - within 24 hrs	90.3%	97.9%
	10(b)		Wreck - 10 working days	95.8%	100.0%
	10(c)		Runner - 15 working days	96.8%	100.0%
Colin Knight	11	Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus.	4 hrs to make safe and inform the owner. Owner to carry out repairs.	98.4%	99.1%
Janet Walklate	12	Clear up spillage on carriageway.	4 hrs	94.2%	100.0%
Janet Walklate	13	Empty overflowing litter bin/dog bin	4 hrs	90.0%	100.0%
Graham Kaye	14(a)	Clear blocked gully causing severe ponding.	4 hrs to sign and guard with,	100.0%	100.0%
	14(b)		blockage relieved within 1 working day.	100.0%	100.0%
Adrian Gabriel	15	Empty missed wheelie bin (if reported within 24 hrs of being missed),	Same or next working day.	100.0%	100.0%
Adrian Gabriel	16	Remove bulky item (after receipt of payment).	10 working days.	100.0%	100.0%
Nigel Deffley	17	Remove racist or offensive graffiti	Within 24 hrs subject to agreement of property owner.	91.0%	100.0%
Mark Ford	18	Request for a Warden visit	5 working days.	97.3%	98.2%
Mark Ford	19	Clear up drug litter	3 hrs	99.0%	100.0%
Mark Ford	20	Report of a stray dog	Actioned within 24 hrs.	89.2%	90.0%
Overall average for the year				94.4%	97.6%

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