

**JOINT MEETING - CABINET MEMBERS FOR REGENERATION AND
DEVELOPMENT SERVICES AND STREETPRIDE**

Venue: 3rd Floor Training Room, **Date:** Monday, 2nd February, 2009
Bailey House,
Rawmarsh Road,
Rotherham. S60 1TD

Time: 10.00 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 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Complaints Monitoring. (report attached) (Pages 1 - 8)
Graham Clark, Customer Liaison Manager, to report.
- to report complaints statistics for the period 1st October – 31st December, 2008.
4. Customer Care – 1st October to 31st December, 2008. (report attached) (Pages 9 - 12)
Graham Clark, Customer Liaison Manager, to report.
- to report complaints statistics for the period 1st October – 31st December, 2008.
5. Proposed Public Art Feature, Bradgate Roundabout, Gateway Improvement Works. (report attached) (Pages 13 - 17)
Andy Newton, Implementation Officer, to report.
- to seek approval to contract/fund the proposal.
6. Tickhill Road Gateway, Maltby. (report attached) (Pages 18 - 21)
Andy Newton, Project Officer, to report.
- to seek approval for environmental improvements to two alleyways and a flight of steps off Tickhill Road, Maltby.

The Cabinet Member for Regeneration and Development Services authorised consideration of the following item in order to progress the report through the Council's reporting system:-

7. Performance Indicators - Quarter 3. (report attached) (Pages 22 - 52)
Alan Platt, Best Value Support Officer, to report.
- to report the 3rd Quarter results.

ROTHERHAM BOROUGH COUNCIL - REPORT TO MEMBERS
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1.	Meeting:	Delegated Powers – Streetpride and Regeneration and Development
2.	Date:	2 February 2009
3.	Title:	Complaints
4.	Directorate:	Environment and Development Services

5. Summary

To report on complaints received between 1 April 2008 and 31 December 2008.

6. Recommendations

- (i) That the report be considered.

7. Proposals and Details

Statistics on the complaints received in the period April 2008 to December 2008 are on the attached document Appendix A.

A cumulative column has now been added to the report. The cumulative figures are for the period April 2008 to December 2008.

8. Finance

The main financial issue regarding complaints is in respect of staff time involved in dealing with them. If complaints can be minimised it will release staff to deal with other work.

9. Risks and Uncertainties

The Directorate has a procedure for dealing with complaints and staff should record all qualifying complaints at a central point. In any large organisation there is always a risk that the system is by-passed.

10. Policy and Performance Agenda Implications

Not applicable.

11. Background Papers and Consultation

The complaint records are kept centrally in the Performance and Quality section.

Contact Name : *Graham Clark, Customer Service Standards Co-ordinator, ext. 2157, Graham.Clark@Rotherham.gov.uk*

D4-2GC

ENVIRONMENT AND DEVELOPMENT SERVICES

Complaints Statistics October – December 2008 – Appendix A

1. Complaints received by Directorate

	Stage 1		Stage 2		Stage 3		LGO		Totals	
	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum
Asset Management	-	2	-	-	-	-	-	-	-	2
Business Unit	-	-	-	-	-	-	-	-	-	-
Culture & Leisure	8	25	-	-	-	-	-	-	8	25
Planning&Regen.	6	22	1	8	-	2	-	-	7	32
Streetpride	11	30	1	2	-	1	-	-	12	33
Totals	25	79	2	10	-	3	-	-	27	92

2. Complaints received – by category

	Actions of staff		Quality of service		Lack of service		Delay in service		Cost of Service		Lack of information		Other		Totals	
	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum
Asset Management	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
Business Unit	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Culture & Leisure	1	6	6	17	1	2	-	-	-	-	-	-	-	-	8	25
Planning & Regeneration	-	6	3	11	2	9	1	2	-	-	1	4	-	-	7	32
Streetpride	2	7	2	6	6	15	1	2	-	-	1	3	-	-	12	33
Totals	3	19	11	36	9	26	2	4	-	-	2	7	-	-	27	92

3. Stage 1 Complaints received by ward

Ward Number	Ward Name	Qtr. 3	08/09 Cum
Ward1	Anston and Woodsetts	-	1
Ward 2	Boston Castle	2	6
Ward 3	Brinsworth and Catcliffe	1	2
Ward 4	Dinnington	2	5
Ward 5	Hellaby	1	10
Ward 6	Holderness	1	1
Ward 7	Hooper	2	5
Ward8	Kepple	2	4
Ward 9	Maltby	1	4
Ward 10	Rawmarsh	1	8
Ward 11	Rother Vale	-	1
Ward 12	Rotherham East	2	7
Ward 13	Rotherham West	2	6
Ward 14	Silverwood	2	4
Ward 15	Sitwell	1	10
Ward 16	Swinton	1	3
Ward 17	Valley	3	5
Ward 18	Wales	2	4
Ward 19	Wath	1	2
Ward 20	Wickersley	-	3
Ward 21	Wingfield	-	1
Totals		27	92

4. Complaints closed by programme area– Overall Numbers

	Stage 1							
	Closed		Closed upheld		Closed partially upheld		Totals	
	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum
Asset Management	-	1	-	-	-	1	-	2
Business Unit	-	-	-	-	-	-	-	-
Culture & Leisure	5	14	2	6	2	6	9	26
Planning & Regeneration	4	11	-	2	1	8	5	21
Streetpride	8	17	1	8	1	4	10	29
Totals	17	43	3	16	4	19	24	78

	Stage 2							
	Closed		Closed upheld		Closed partially upheld		Totals	
	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum
Asset Management	-	-	-	-	-	-	-	-
Business Unit	-	-	-	-	-	-	-	-
Culture & Leisure	-	-	-	-	-	-	-	-
Planning & Regeneration	-	4*	-	1	-	1	-	6
Streetpride	-	3	1	1	-	-	1	4
Totals	-	7	1	2	-	1	1	10

* Includes 1 withdrawn

	Stage 3							
	Closed		Closed upheld		Closed partially upheld		Totals	
	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum
Asset Management	-	-	-	-	-	-	-	-
Business Unit	-	-	-	-	-	-	-	-
Culture & Leisure	-	-	-	-	-	-	-	-
Planning & Regeneration	-	2	-	-	-	-	-	2 *
Streetpride	-	1	-	-	-	-	-	1
Totals	-	3	-	-	-	-	-	3

* Includes 1 withdrawn

5. **Complaints dealt with within complaint procedure timescales**

	Stage 1		Stage 2		Stage 3		Totals	
	Qtr. 3	08/09 Cum	Qtr. 3	08/09 Cum	Qtr.3	08/09 Cum	Qtr.3	08/09 Cum
Asset Management	-	2 of 2	-		-	-	-	2 of 2
Business Unit	-	-	-	-	-	-	-	-
Culture and Leisure	9 of 9	26 of 26	-		-	-	9 of 9	26 of 26
Planning & Regeneration	5 of 5	19 of 21	-	7 of 7	-	2 of 2	5 of 5	28 of 30
Streetpride	10 of 10	29 of 29	1 of 1	3 of 3	-	1 of 1	11 of 11	33 of 33
Totals	24 of 24	76 of 78	1 of 1	10 of 10	-	3 of 3	25 of 25	89 of 91

6. Local Government Ombudsman Requests, percentage of complaints closed within the 28 day target.

	Closed – awaiting clarification		Maladministration with injustice		Local settlement		Maladministration		No maladministration		Ombudsman discontinuing		Outside jurisdiction		Performance	
	Qtr. 3	08/09 Cum	Qtr. 3	08/08 Cum	Qtr.3	08/09 Cum	Qtr. 3	08/09 Cum	Qtr. 3	08/09 Cum	Qtr.3	08/09 Cum	Qtr. 3	08/08 Cum	Qtr. 3	08/09 Cum
Asset Management																
Business Unit																
Culture and Leisure																
Planning & Regeneration																
Streetpride																
Totals	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Key Service Improvements from Complaints

Service improvements resulting from complaints April to September 2008

Directorate	Issue	Recommendation	Action
Streetpride	A complaint about a driver smoking in the cab.	That contractors staff are reminded about the no smoking policy.	Contractor reminded and memos issued to crew members.
Culture and Leisure	A complaint about the attitude of a member of staff in Libraries.	That the member of staff be reminded about his customer care responsibilities.	These issues were discussed with the member of staff.
Culture and Leisure	A problem with getting drinks in the interval at the Arts Centre	That a system of orderly queuing be introduced.	A barrier is now in place at the bar when there are evening performances in the Arts Centre.

Service improvements resulting from complaints October to December 2008

Directorate	Issue	Recommendation	Action
Streetpride	A failure to report back to a complainant about the status of an alleged abandoned vehicle.	That when it is established that a vehicle has not been abandoned then the person who reported it is informed that it is not an abandoned vehicle.	Procedures are to be amended.
Streetpride	There was a failure to clear away the debris when a burnt out vehicle was removed.	That there are closer links between those staff that remove damaged / burnt out vehicles and those staff responsible for clearing up / repairs to the highway.	Procedures are to be amended.
Streetpride / Connect	The full details of a complaint were not passed on to the relevant sections.	That staff in Connect are reminded of the importance of passing on information correctly.	Colin Knight as the lead on liaison with Connect on Streetpride issues is to speak to staff in Connect about this issue.
All directorates	A failure to take the lead on a complaint that cut across different sections.	That staff are reminded that there is a need to deal with all the issues on a complaint.	Staff to be reminded of the need to deal with all issues on a complaint and where necessary contact other sections for their input to a response.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Delegated Powers – Streetpride and Regeneration and Development
2.	Date:	2 February 2009
3.	Title:	Customer Care – 1 October to 31 December 2008
4.	Directorate:	Environment and Development Services

5. Summary

To report on Customer Charter targets – 1 October to 31 December 2008.

6. Recommendations

- (i) That the report be considered.

7. Proposals and Details

A Customer Charter was introduced in to the Authority in April 2007 and performance against targets has been monitored since then.

A report is already produced quarterly dealing with performance on dealing with complaints and therefore, this report will provide statistics on acknowledging letters from the public within 3 working days, responding to letters from the public within 10 working days, answering the telephone within 7 rings (21 seconds) and dealing with customers with appointments within 5 minutes.

The following arrangements have been made to enable these targets to be achieved/monitored.

- a. The majority of letters from members of the public delivered to town centre locations are acknowledged centrally, generally on the day they arrive but if not, within the timescale.
- b. A system of identifying qualifying letters has been introduced and a control slip is attached to each letter. Staff provide information on when letters have been responded to by completing details on the slip and returning it to the Performance and Quality Team.
- c. Computerised reports providing information on the time taken to answer telephones have been set up for 44 sections. These reports cover all EDS staff in Bailey House, Crinoline House and Norfolk House. Reports have been established for most sections in the Central Library.

The reports cover Monday to Friday between 8.00 a.m. and 5.00 p.m. in the offices and between 9.00 a.m. and 5.00 p.m. in the Library.

The performance against these targets is as follows:-

a. Acknowledging letters from the public within 3 working days (target 100%)

Service	No.	In Target	%
Asset Management	2	2	100
Business Unit	4	4	4
Culture & Leisure	40	40	100
Management	6	6	100
Planning & Regeneration	270	270	100
Streetpride *	30	30	100
Totals	352	352	352

* Excludes letters to Parking Services.

b. Responding to letters from the public within 10 working days (target 100%)

Service	No.	In Target	%
Asset Management	2	2	100
Business Unit	4	4	100
Culture & Leisure	40	38	95
Management	6	5	83.3
Planning & Regeneration	270	264	97.8
Streetpride *	30	28	93.3
Totals	352	341	96.9

* Excludes letters to Parking Services.

A system of sending reminders when outstanding letters are approaching the deadline has been introduced and this appears to contribute towards the improvement compared to previous quarters.

c. Answering the telephone within 7 rings – (target 90%)

Service	%
Asset Management	93.3
Business Unit	97.5
Culture and Leisure	92.5
Planning and Regeneration	94.8
Streetpride	94.4
EDS	93.9

d. Dealing with customers with appointments within 5 minutes - (target 100%) 94.3 %

In addition to the customer care work involved as a result of the charter staff are also involved in the following:-

Mystery shopping – Culture and Leisure Services
The provision of customer care training for new staff

Comparisons with other Directorates

The following statistics are for the first quarter April to June 2008. If any more statistics become available for later quarters they will be handed round the table at the meeting.

Directorate	Acknowledging Letters %	Responding to Letters %	Answering the Telephone %	Dealing with customers with appointments %
Chief Exec	-	-	92	-
C & YPS	57	50	98	100
EDS	98	95	94	93
Financial Services	-	-	-	-
N & AS	100	97	93	98
RBT	82	95	84	100

8. Finance

The main financial issue regarding customer care issues is in respect of the time involved. If customer care can be improved it should reduce the time staff require to deal with customer complaints.

9. Risks and Uncertainties

The system of recording letters so that they can be acknowledged and subsequently tracked is new and with any new system there is a possibility that records will not be as accurate as they should be.

Performance on responding to letters is determined by the return of completed slips. It is possible that some letters have been responded to in the timescale, however, if the slips have not been returned this is reflected in the performance.

10. Policy and Performance Agenda Implications

Successful customer care links in to Rotherham Achieving, Rotherham Alive and Rotherham Proud.

11. Background Papers and Consultation

The records regarding acknowledging and responding to letters are kept in the Performance and Quality Section.

Orbitel reports on answering the telephones are distributed to managers on a monthly basis. A summary spreadsheet of performance on answering telephones is kept in the Performance and Quality Section

Contact Name : Graham Clark, extension 2157, Customer Liaison Manager
graham.clark@rotherham.gov.uk

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Joint Cabinet Member meeting for Streetpride and Regeneration and Development Services
2.	Date:	2 February, 2009
3.	Title:	Proposed Public Art Feature, Bradgate Roundabout, Gateway Improvement Works, Ward 13, Rotherham West
4.	Programme Area:	Environment and Development Service

5. Summary

To report on proposals for a public art scheme on the Bradgate Roundabout at the junction of Wortley Road, Fenton Road, Wilton Gardens & New Wortley Road, Rotherham, commemorating the poet and philanthropist, Ebenezer Elliott.

6. Recommendations

That Cabinet Members' approve the proposed works and note the funding arrangements.

7. Proposals and Details

Cabinet Members will be aware of previous environmental improvements undertaken in Rotherham West, as part of the Rotherham West ADF Gateway Improvement Programme and utilising funding from the Housing Market Renewal Area (HMRA) Programme.

The current proposal represents a further phase of such works, jointly developed with colleagues in the Councils Public Art Service and comprising the introduction of a public art feature on the Bradgate Roundabout entitled “Ears of Corn”.

This feature comprises 16 x 4 metre high metal sculptures, representing ears of corn; a reference to “The Corn Law Rhymes” written by the early 19th Century poet and philanthropist, Ebenezer Elliott, born in Rotherham in 1781 and a noted campaigner on behalf of the poor.

It is proposed that the sculptures be erected on the roundabout at the junction of Wortley Road, Fenton Road, Wilton Gardens & New Wortley Road, to be surrounded by landscaping works.

The Wortley Road corridor is identified as a potential Gateway Improvement scheme within in the wider Gateway Programme for 2008/09, approved by the Regeneration and Asset Management Board on 18th June 2008 (Item 7 refers); and previously within the Gateway Improvement Plan (Approved 22nd June 2005, Cabinet Item 37). The latter document highlights the introduction of works of public art along Gateway corridors as being a key objective in order to celebrate the Boroughs cultural and historic heritage.

The winning design was selected from a total of six developed by the artist Martin Heron from workshops with local residents, children and older people in residential care. Three out of the six designs were short-listed and publicised in the local press, at local community venues, the Central Library and Arts Centre and the Rotherham Show; from where the successful design was chosen.

The final design has been the subject of consultation with local Ward Members, the Housing Market Renewal Steering Group, local schools and interest groups and via mail shot to local residents in the vicinity of the site. No adverse comment has been received.

Traffic safety issues have been considered – the sculptures are located toward the centre of the roundabout to reduce the risks to any vehicle leaving the highway at this location; in addition the sculptures are designed to be collapsible upon any impact with a vehicle. The sculptures are also sited so as not to impede visibility for road users. These aspects of the scheme have been designed to the satisfaction of colleagues in the Traffic and Transportation and Structures Sections of the Council.

The works would be carried out by the successful artist, Martin Heron and “Art Fabrications”. Access to the site and work thereon has been arranged by means of Traffic Management Plan (TMP) to be implemented though the Council’s Streetpride

Schemes & Partnerships Team. The TMP will entail the temporary closure of the inside lane of the roundabout with the narrowing of traffic to single carriageway using cones on each of the four approaches to the roundabout. Traffic management has been designed to have minimal impact on the traffic flow and will be in place from 9.30am until 3.30pm. Members should also note that the proposed works to implement the project have been registered in accordance with the Traffic Management Act.

Planning permission for the sculptures has been obtained (Reference RB2008/0362).

Subject to Member approval, it is proposed that works be carried out between February and April 2009.

An illustrative plan of the proposed development is attached as Appendix One.

8. Finance

Costs associated with the scheme are as follows:

Site Survey	£2,248
Site Clearance	£3,567
Fabrication	£10,856
Artists fees, consultation, etc	£11,340
Foundation Works	£5,835
Foundation Supervision Fees	£583
Replacement Landscaping	£17,450
Landscaping Fees	£1,745
Traffic Management	£8,670
Total	£62,294

£19,340 towards the cost of the project, including consultation and fabrication works has been obtained from Arts Council England on condition that the grant would be match-funded.

Arts Council funding was originally intended to support public artwork in the Canklow area and to include training opportunities for Rotherham artists; it was subsequently extended into the Meadowbank area in order to facilitate this scheme.

The Community Arts Service has reported the proposed design to the Arts Council, which has agreed to release their funding on completion of the project.

The remainder of funding has been secured from the HMRA programme by the Councils Neighbourhood Investment Service.

9. Risks and Uncertainties

None over and above those normally associated with small scale construction works.

10. Policy and Performance Agenda Implications

The scheme contributes to the 'Rotherham Proud' agenda by enhancing the main 'Gateway' routes into the Borough with high quality public realm works. It will also contribute to 'Rotherham Safe' in that the public highway will be free of defects and well lit. The scheme contributes to the Community and Corporate Plans by:

Supporting the Housing Market Renewal Programme.

Improving and promoting the image of Rotherham and addressing negative views both within and outside the borough, through the environmental improvement of Gateway Corridors which form many peoples first impression of the borough, as well as a backdrop to the lives of many of its residents.

Providing sustainable neighbourhoods of quality, choice, etc, by contributing to an improved environment within many residential districts.

Supporting the Rotherham Town Renaissance, by contributing to the improvement of approach routes to the Town Centre.

Development and support of Public Art works in key Gateway or satellite areas in Rotherham, was identified as a breakthrough project in the Community Arts Service Plan, 2002+, developed in conjunction with Arts Council England (Yorkshire) as part of Rotherham MBCs partnership agreement.

11. Background Papers and Consultation

Public consultation has been carried out by the Project Officer and the designs have been approved by the Rotherham West HMRA Steering Group, which includes the three local Ward Members.

Further background papers include:

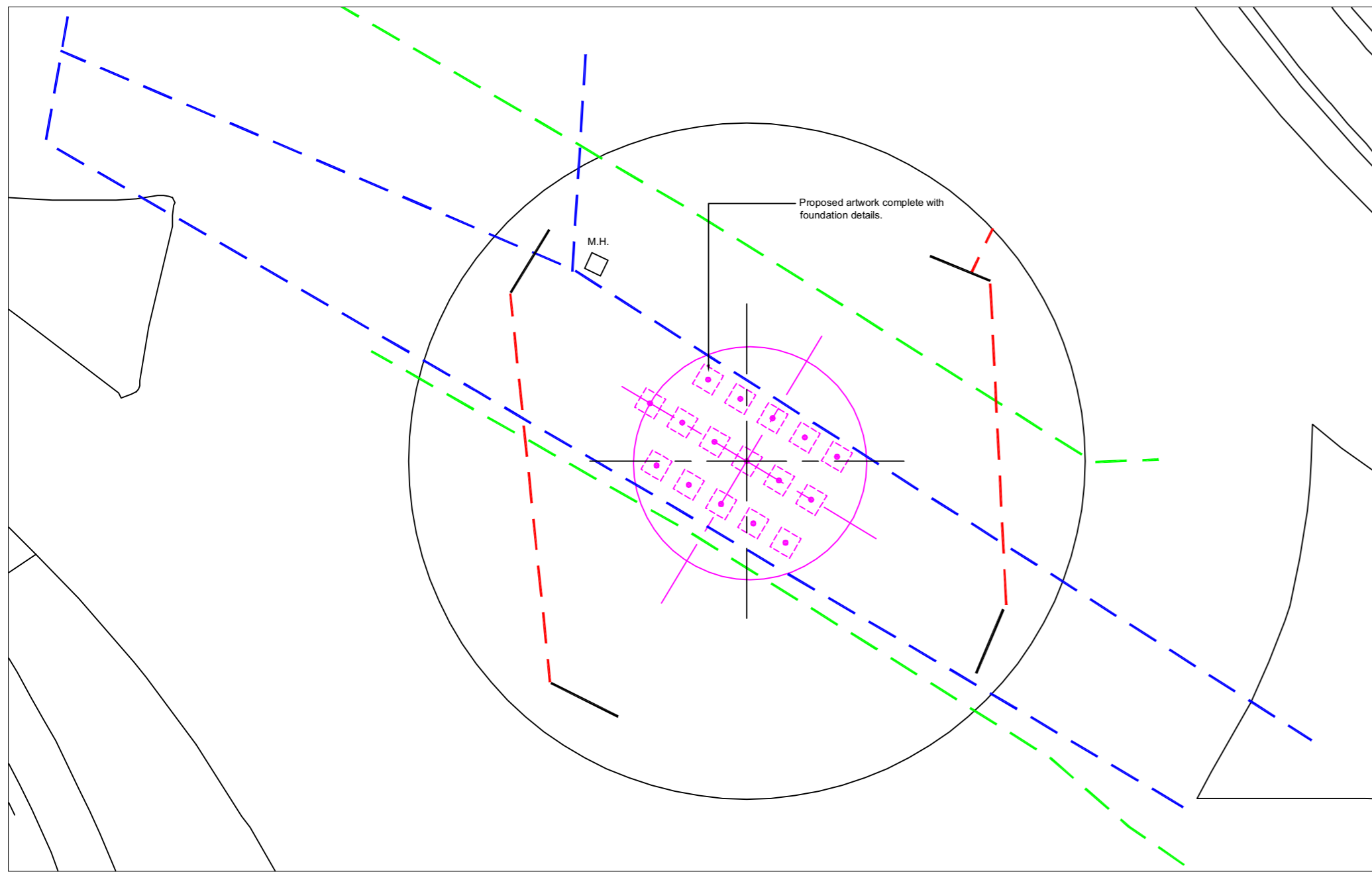
The Gateway Improvement Plan (Approved 22nd June 2005, Cabinet Item 37)

Gateway Improvement Plan, Annual Review 2007/08/Annual Plan 2008/09 (Approved 18th June 2008, Regeneration and Asset Board, Item 7)

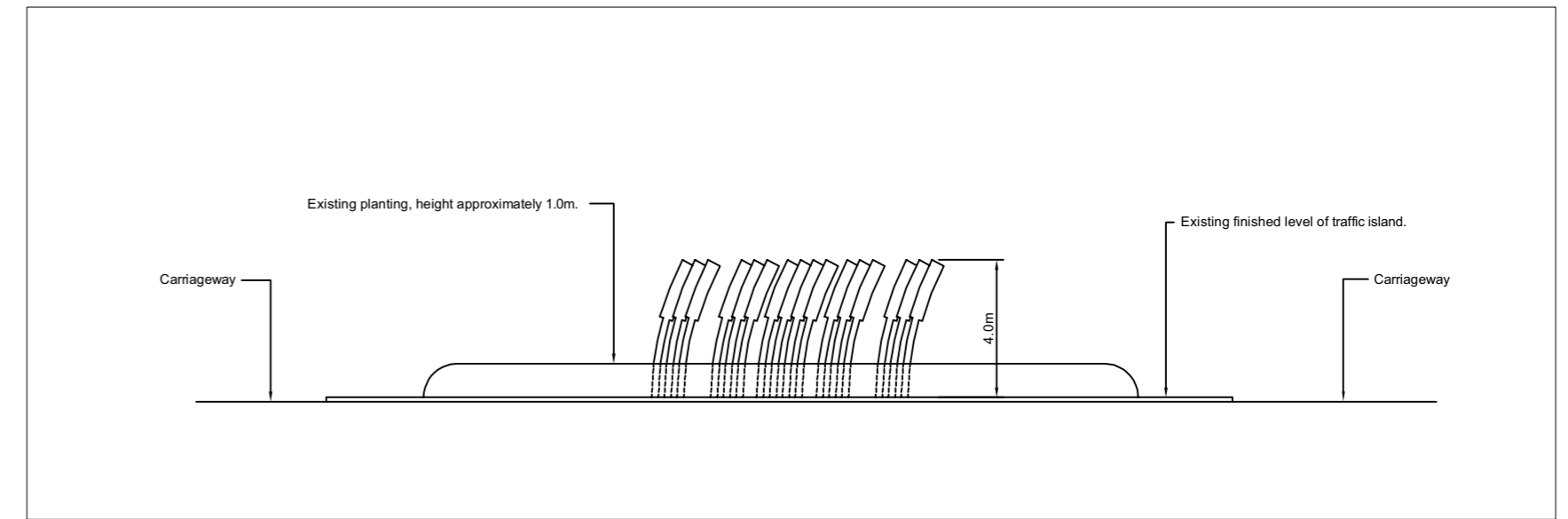
The local community have been engaged on this and other related environmental improvement projects via the HMRA Steering Group and by direct mail shot of local residents.

Discussions have been ongoing with representatives of Streetpride to confirm their capacity to assist in delivering these works in the time-scale outlined above.

Contact Name: Andy Newton, Project Officer, Development Team. Telephone Extension 3849 (e-mail andy.newton@rotherham.gov.uk).

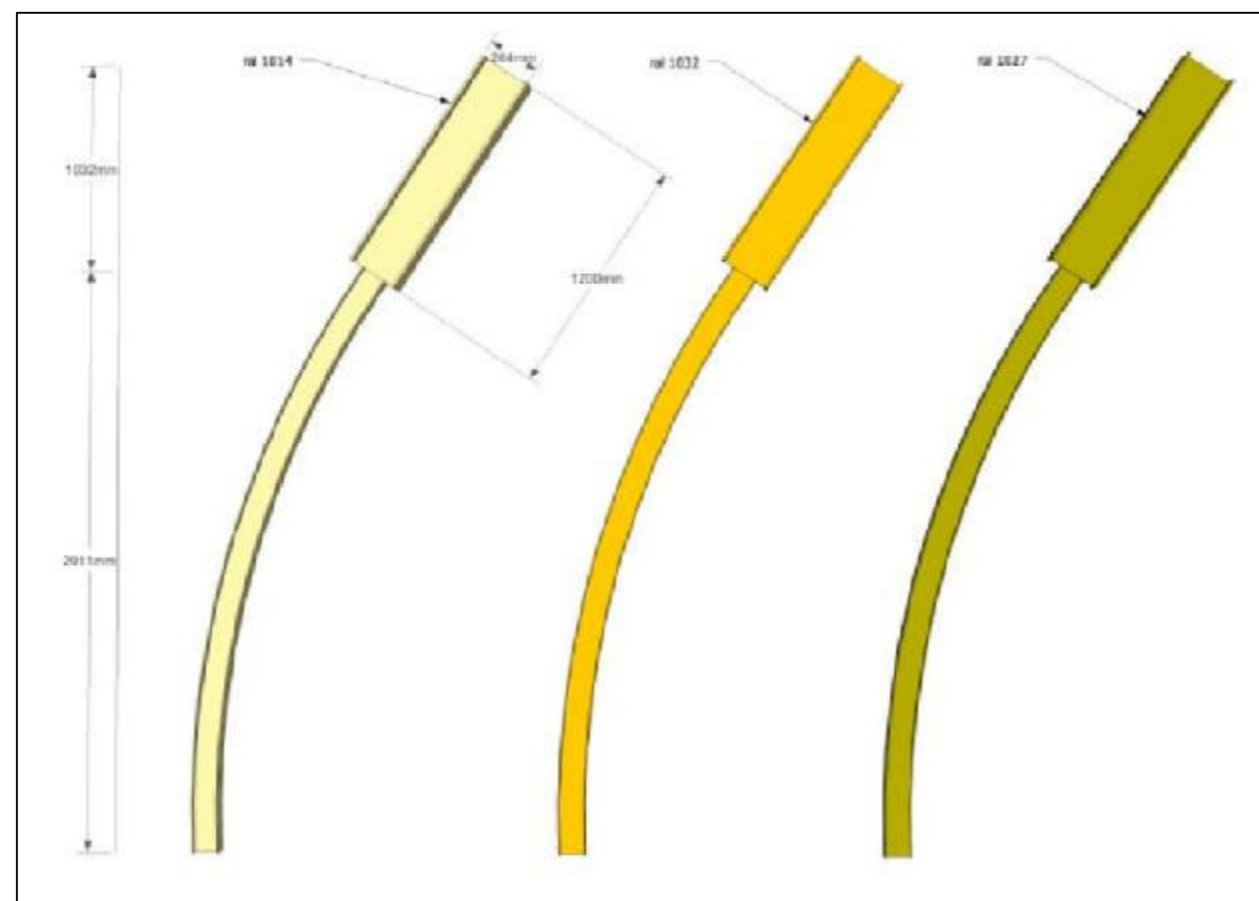


PLAN LAYOUT SHOWING TRAFFIC ISLAND AND PROPOSED ARTWORK. Scale:-1:200

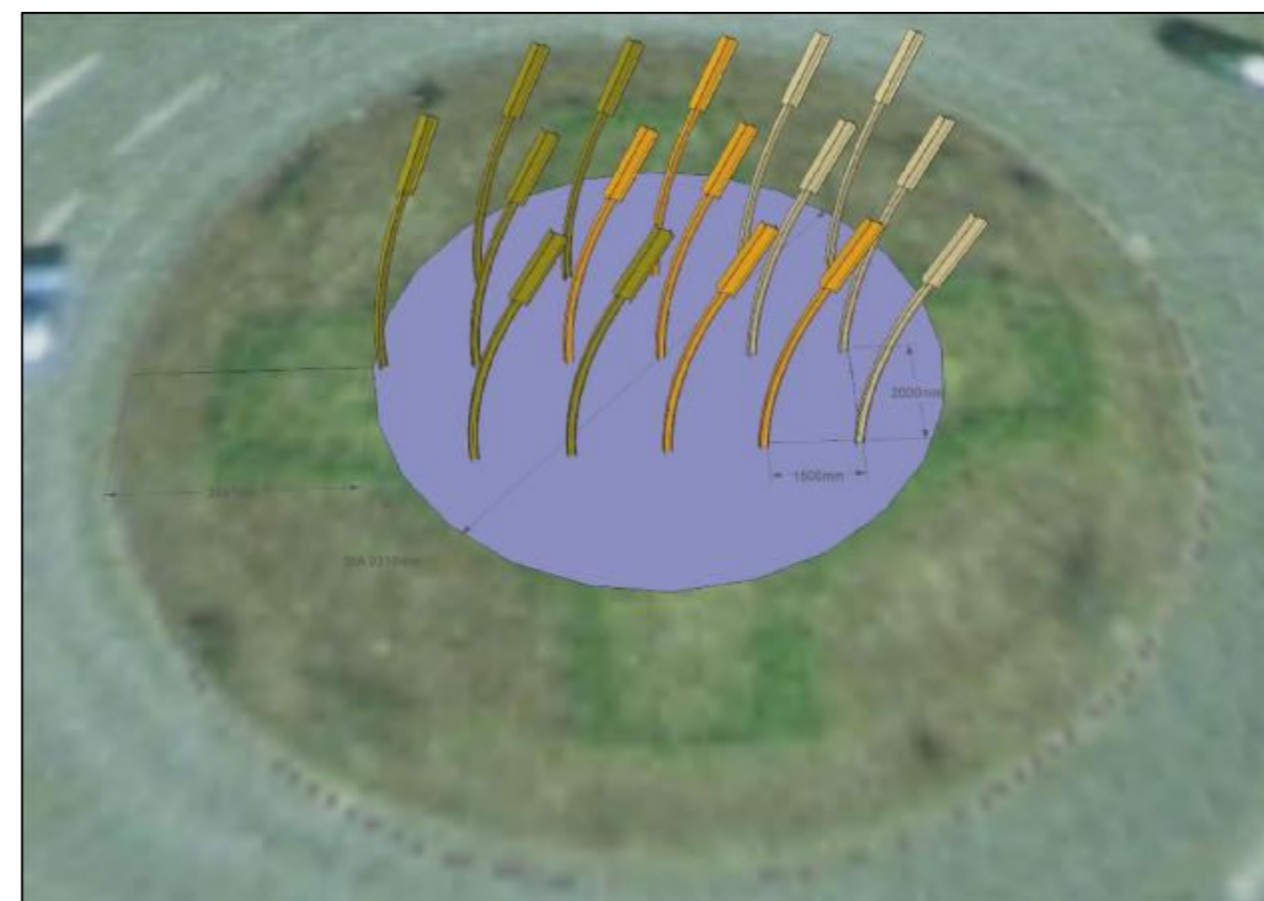


ELEVATION SHOWING TRAFFIC ISLAND AND PROPOSED ARTWORK. Scale:-1:200

KEY	
	Supply for illuminated signs
	Y.E.lines at depth >1.5m
	Sewer at depth >4.0m



DIMENSIONS OF PROPOSED 'EARS OF CORN'



PROPOSED LAYOUT OF 'EARS OF CORN'



ARTISTIC IMPRESSION SHOWING TRAFFIC ISLAND AND PROPOSED ARTWORK.

Rotherham Metropolitan Borough Council
 Environment & Development Services
 Strategic Director:
 Karl Battersby Bsc (Hons) MTPL MRTPI

Rotherham Metropolitan Borough Council
 Environment & Development Services
 Bailey House, Rawmarsh Road,
 Rotherham S60 1TD

Client:

Rev.	Description	Date	Initial	Chd.	Drawn	Date	Chd. by
A	Repositioned 'Ears of Corn' to suit existing services.	25-11-08	M.H.		M.H.	Feb '08	

Project	PROPOSED ARTWORK ON TRAFFIC ISLAND - A629 WILTON GARDENS AND WORTLEY ROAD.						
Title	REF:- 1.5						
Dwg. No.	L1643/13	Rev	A				
Scales (if A2)	as shown						

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Joint Cabinet Member meeting for Streetpride and Regeneration and Development Services
2.	Date:	2 February, 2009
3.	Title:	Tickhill Road, Maltby, Gateway Improvement Works, Ward 9, Maltby
4.	Programme Area:	Environment and Development Service

5. Summary

To report on proposals for the following environmental improvements off Tickhill Road, Maltby

- i) Improved alley way between Tickhill Road and Woodside Court
- ii) Improved alley way between Tickhill Road and Lumley Drive
- iii) Improved flight of steps between Tickhill Road and Lumley Close

6. Recommendations

That Cabinet Members' approve the proposed works and note the funding arrangements.

7. Proposals and Details

Cabinet Members will be aware of previous works carried out under the Gateway Improvement Programme throughout the Borough.

The current proposal represents a further phase of such works, in this case situated off Tickhill Road, Maltby; this particular highway corridor is identified as a potential Gateway Improvement scheme in the wider Gateway Programme for 2008/09, approved by the Regeneration and Asset Management Board on 18th June 2008 (Item 7 refers) and previously within the Gateway Improvement Plan (Approved 22nd June 2005, Cabinet Item 37).

The proposed improvements comprise the following works, which are intended as a precursor to possible future Gateway works along Tickhill Road in financial year 2009/10 (subject to subsequent approval of the 2009/10 Gateway Programme).

(i). Upgraded footway, comprising black top macadam treatment with tegula edge and feature details; removal of overgrown verge; introduction of new black-coated lighting unit between Tickhill Road and Woodside Court (adjacent to Nos; 5 Lumley Drive and 9 Lumley Close).

(ii). Upgraded footway, comprising black top macadam treatment with tegula edge and feature details; introduction of new black-coated lighting unit between Tickhill Road and Lumley Drive (adjacent to Nos; 1 Lumley Drive and 9 Lumley Close).

(iii). Upgraded flight of steps between Tickhill Road and Lumley Close (adjacent to No; 1 Lumley Close).

The local community, specifically residents in the immediate vicinity of the proposed works, has been consulted, as have local Ward Members and local interest groups. No adverse comments have been received.

Subject to Member approval, it is proposed that works be carried out in March 2009.

An illustrative plan is attached as Appendix One.

8. Finance

These additional enhancement works will be funded from the Regional Housing Board programme having been secured and approved by the Neighbourhood Investment Service, Rotherham MBC.

The estimated cost of these works is £44,000 including all fees and contingencies.

9. Risks and Uncertainties

None over and above those normally associated with small scale construction works.

10. Policy and Performance Agenda Implications

The scheme contributes to the 'Rotherham Proud' agenda by enhancing the main 'Gateway' routes into the Borough with high quality public realm works. It will also contribute to 'Rotherham Safe' in that the public highway will be free of defects and well lit. The scheme contributes to the Community and Corporate Plans by:

Supporting the programme of investments in Rotherhams neighbourhoods.

Improving and promoting the image of Rotherham and addressing negative views both within and outside the borough, through the environmental improvement of Gateway Corridors which form many peoples first impression of the borough, as well as a backdrop to the lives of many of its residents.

Providing sustainable neighbourhoods of quality, choice, etc, by contributing to an improved environment within many residential districts.

Supporting the Rotherham Town Renaissance, by contributing to the improvement of approach routes to the Town Centre.

11. Background Papers and Consultation

Public consultation has been carried out by the Project Officer and the designs have been approved by the Housing Market Renewal Manager.

Further background papers include:

The Gateway Improvement Plan (Approved 22nd June 2005, Cabinet Item 37)

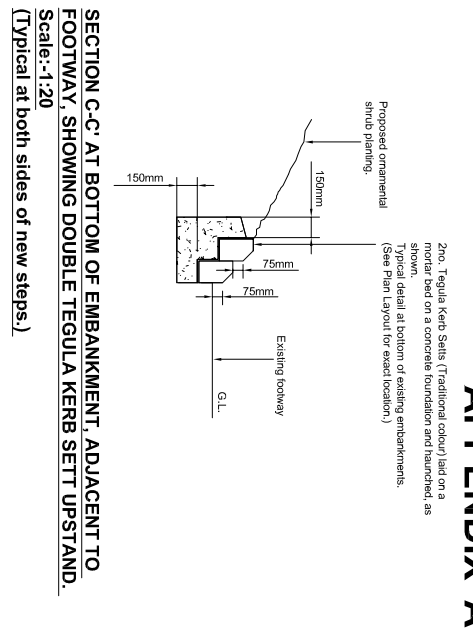
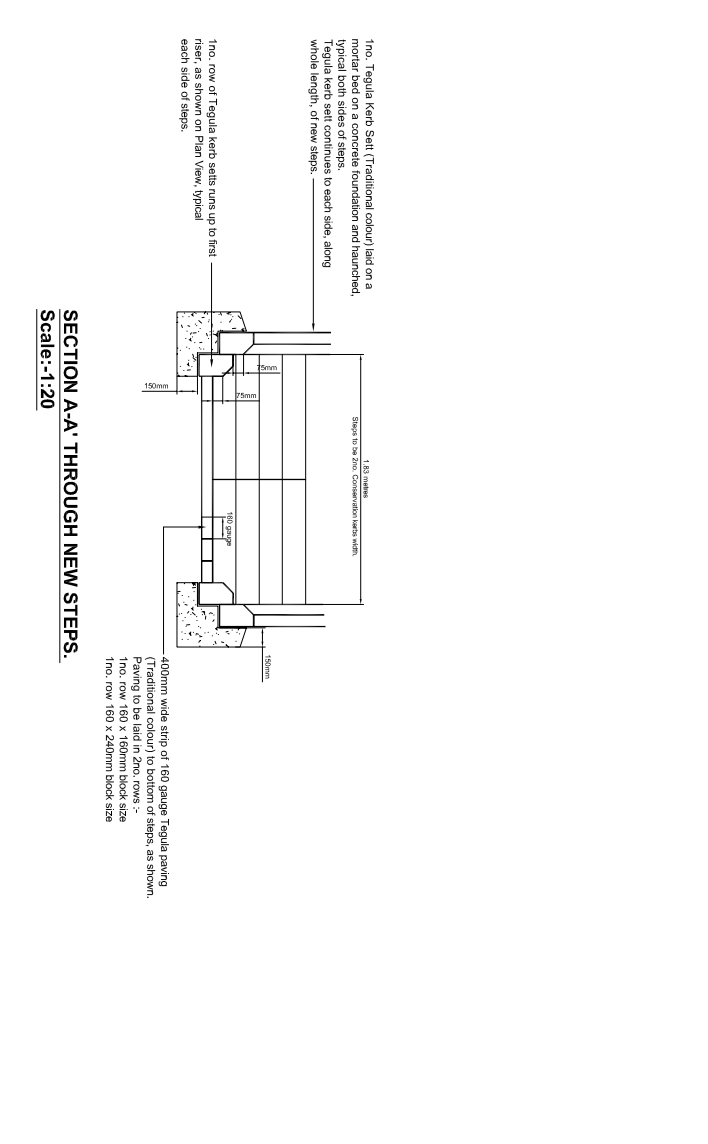
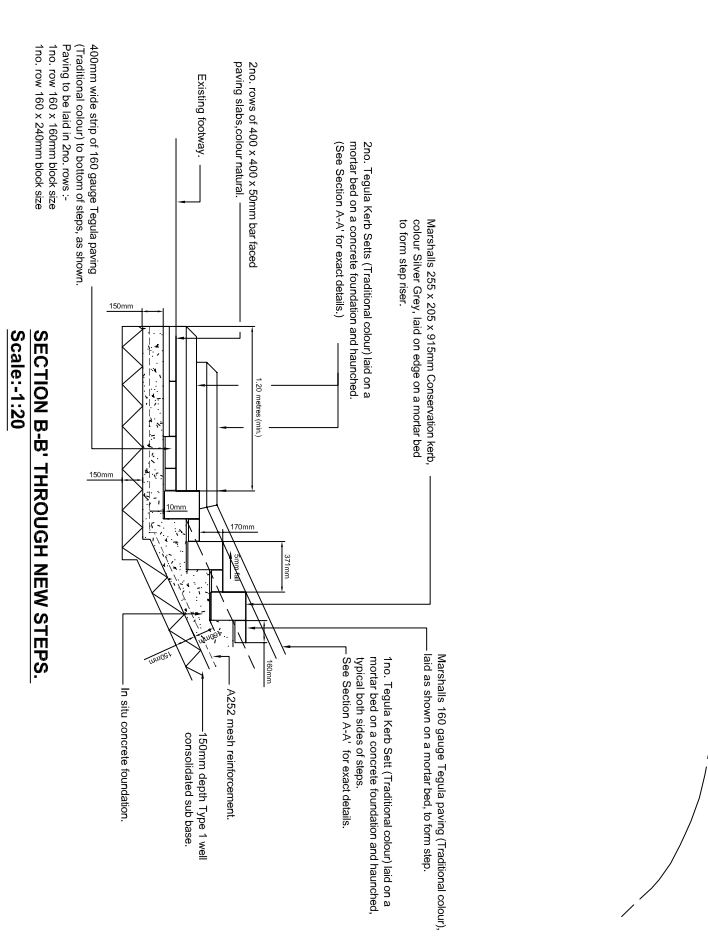
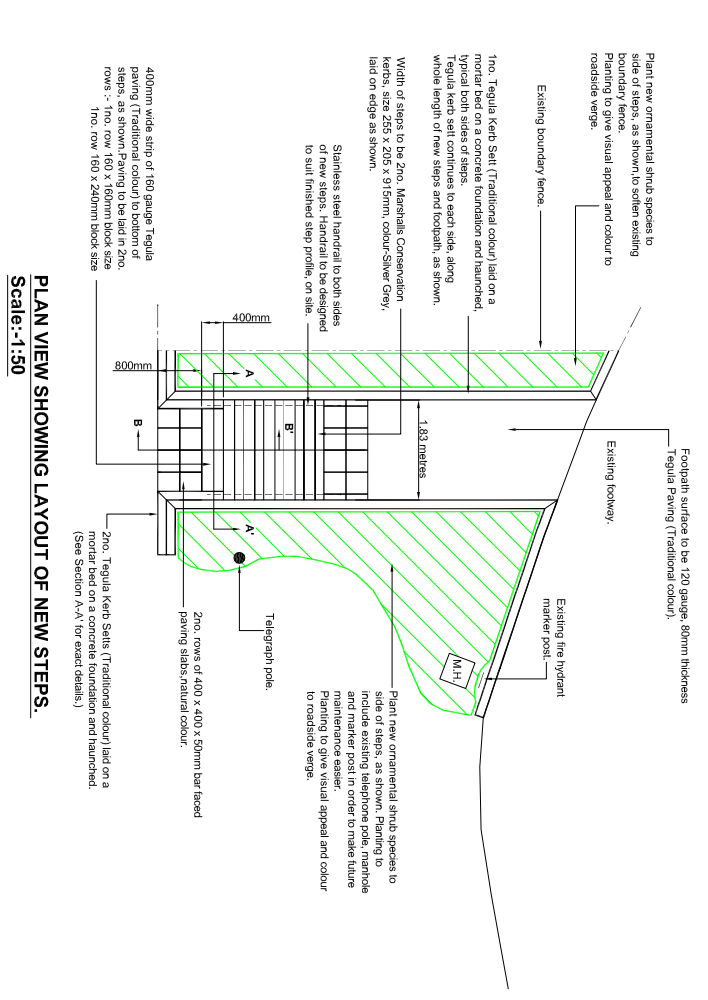
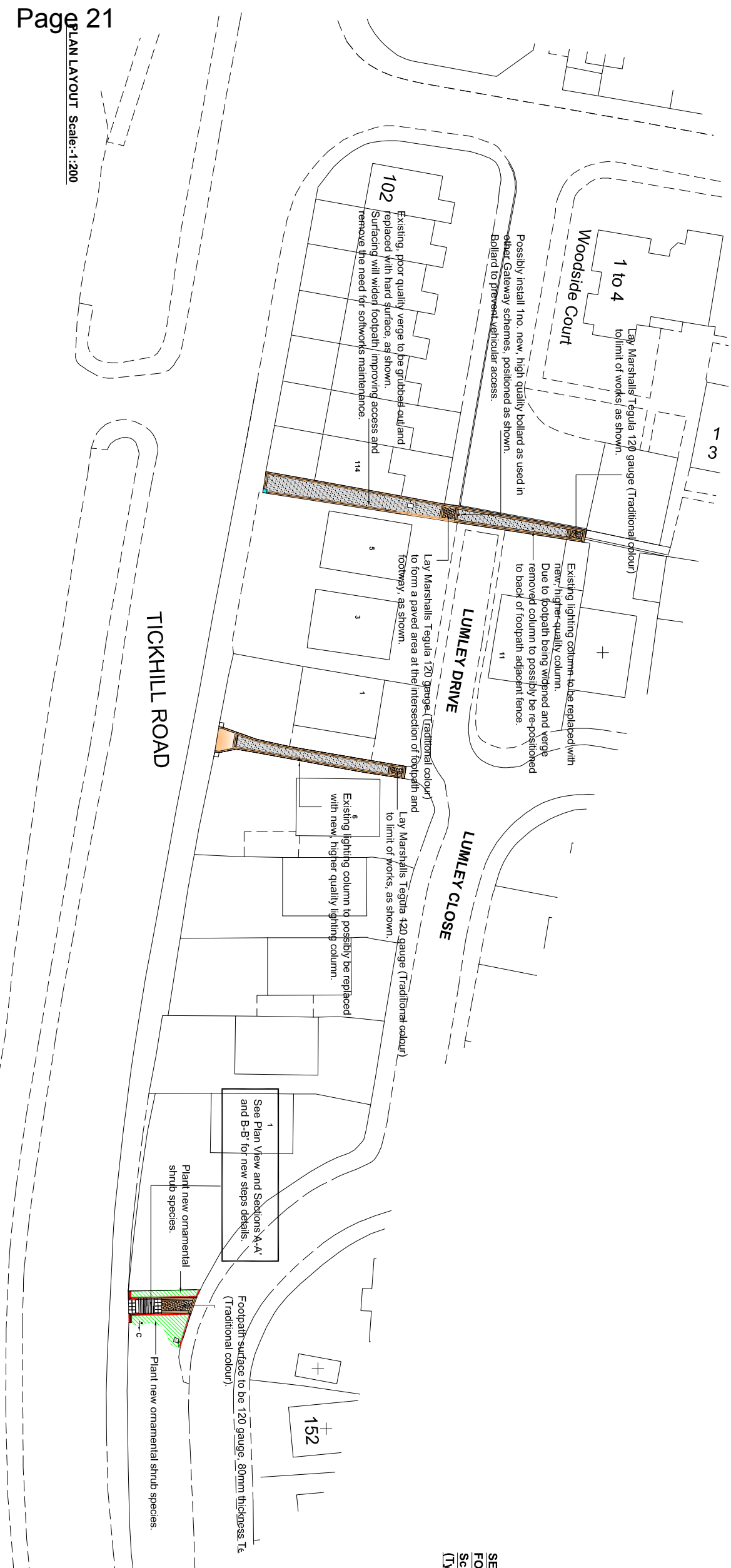
Gateway Improvement Plan, Annual Review 2007/08/Annual Plan 2008/09 (Approved 18th June 2008, Regeneration and Asset Board, Item 7)

The local community have been engaged on this and other related environmental improvement projects by direct mail shot of local residents.

Discussions have been ongoing with representatives of Streetpride to confirm their capacity to deliver these works in the time-scale outlined above.

Contact Name: Andy Newton, Project Officer, Development Team. Telephone Extension 3849 (e-mail andy.newton@rotherham.gov.uk).

PLAN LAYOUT Scale:-1:200



Rotherham Metropolitan Borough Council
Environment & Development Services
 Strategic Director
 Karl Entwistle, The Mound BTRM, M1777

Rotherham Metropolitan Borough Council
Environment & Development Services
 Bailey House, Rammarsh Road,
 Rotherham S60 1TD

Client:

KEY

	Road edge detail - 3no. rows of Marshalls Tegula 120 gauge (Traditional colour) typical at back edge of highway kerbs.		New high quality ornamental shrub planting.
	Tegula paved areas.		New high quality safety barrier.
	New macadam surface.		New high quality litter bin.
	Double tegula kerb set upstand (see sectional detail).		High quality bollard.

Rev.	Description	Date	Initial	Chd.	Drawn	Date	Chd. by

Project	TICKHILL ROAD - GATEWAYS
Title	INITIAL HOTSPOTS LAYOUT DETAILS
Dwg. No.	L4660/200
Scale	as shown
Drawn	M.H.
Date	Dec 08
Chd. by	

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Joint Meeting of the Cabinet Member for Regeneration and Development Services and the Cabinet Member for Streetpride
2.	Date:	2 February 2009
3.	Title:	Performance Indicators, third quarter results 1 April to 31 December 2008/2009
4.	Directorate:	Environment and Development Services

5. Summary

To ensure continuous improvement of its services, the Council operates a quarterly system of reporting its performance indicators and these have been set with agreed targets and priorities of the Community, Members and Senior Managers.

This report outlines the performance results up to the third quarter of the year 2008/2009. The report focuses on indicators affected by the following issues:-

- Performance measures in the EDS suite of performance indicators
- Performance indicators that have not reached their target setting
- Performance clinics
- All England upper quartile comparisons 2006/2007
- The New Performance Framework – *Single Set of National Indicators, out of 198 indicators EDS indicators are identified in this report. Local Area Agreement (LAA) indicators for which EDS is responsible have also been identified.*
- Equalities report
- Risk Management report.

6. Recommendations

It is resolved that:-

- a) The Cabinet Member considers EDS performance results.
 - b) The performance indicator third quarter results for 2008/2009 are noted.
 - c) That the Councils position in comparison with the Audit Commission 2007/2008 All England upper quartile results is noted.
-

7. Proposals and Details

The programme area approach to quarterly reporting is to focus attention on performance indicators that have failed to meet their target.

The report consists of:-

- a) A main report containing the EDS suite of performance indicators.
- b) An exception report identifying performance indicators that require attention entitled Performance News and Third Quarter kpi Summary 2008/2009.
- c) The EDS Programme Area Management Team aim to improve the **red** indicators contained in the exception report.
- d) The new set of National Performance Indicators.

8. Finance

Financial support for the performance measures comes from set budgets, Local Transport Plan (LTP), Pathfinder, Yorkshire Forward, National Lottery, European Structural Fund, European Regional Development Fund, Housing Pathfinders, LAA performance indicators, Local Land Charge Searches and Planning Applications. A small percentage of indicators attract incoming subscriptions. Indicators requiring financial support have been identified in the exception report.

The Local Area Agreement (LAA) attracts £2m for a three year agreement.

9. Risks and Uncertainties

Performance Management is a key driver in the effective delivery and provision of services. It is also a specific theme within the Comprehensive Performance Assessment (CPA) framework and will feature in the assessment this year.

- Financial support plays a major part in ensuring that indicators achieve their targets.
- From April 2008 those National Indicator Set (NIS) for which EDS has assumed responsibility have been integrated into the programme area, this also applies to the Local Area Agreement (LAA) indicators, they will be the means through which Authorities and their partners will be assessed by central government.
- The Comprehensive Area Assessment (CAA) takes over from the CPA on the 1 April 2009 and will be assessed in the autumn of 2009. The final CPA award will be in the spring of 2009.

10. Policy and Performance Agenda Implications

Links to:-

- The Councils Golden Thread
- Political Priorities (Councils themes)
- Community Plan – Currently being refreshed.
- Corporate Plan

- Local Area Agreement – the new LAA absorbs 35 indicators from the National Indicator Set.
- Service Plans

11. Background Papers and Consultation

Reports includes

Appendix A, the third quarter results of the EDS suite of performance indicators

Appendix B, the third quarter performance indicator summary report (Performance News and Second Quarter kpi Summary)

Contact Name:

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Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 07/08	07/08 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
National Indicator Set																
CSPI 51	Active borrowers as a percentage of population	Alive	Elenore Fisher	Measures the number of Library users borrowing at least one item during the 12 months to 31st March as a % of the local resident population .	N/A	14.86%	8.39%	11.69%	13.80%		13.80%	15%	15%	No	☹️	Active borrowers is measured via the Library Management System (Talis). This was a CPA measure but remains a key indicator of library usage which can be benchmarked against other authorities via CIPFA data. Quarterly outturns are cumulative for the current performance year. The cumulative outturn is currently just 1.2% below the annual target. It is therefore expected the target will be met by close of March.
NI 8	Adult Participation in Sport	Alive	Steve Hallsworth	Measures the % of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week.	N/A	18.7%					19%	19%	19%	Yes	😊	The cumulative outturn reflects Rotherham's performance as measured by the Sport England / MORI Active People 2 Survey which seeks to measure trends in adult sports participation across all regions and local authority areas. The authority set target of 19% for the current year was achieved.
NI 9	Use of Public Libraries	Alive	Elenore Fisher Bernard Murphy	Measures the % of the adult (aged 16 plus) population who say they have used their public library service during the last 12 months.	N/A	N/A					43.5	N/A	N/A	Yes	😊	The cumulative outturns for NI 9, NI 10 and NI 11 each reflect responses to specific 'culture' related questions included in the Sport England / MORI Active People Survey 2. The survey results, published in December 2008, provide local authorities with baseline results for these new indicators which will form the basis for target setting for the first full year of CAA in 2009/10. Good performance for 2009/10 will be a statistically significant increase in the percentage of the adult population who say they have used a public library service during the last 12 months as measured by the Active People Survey 3.
NI 10	Visits to Museums and Galleries	Alive	Elenore Fisher	Measures the % of the adult population who say they have attended a museum or art gallery in the local area at least once in the preceding 12 months	N/A	N/A					43.8	N/A	N/A	Yes	😊	
NI 11	Engagement in the Arts	Alive	Elenore Fisher	Measures the % of the adult (aged 16 plus) population that have engaged in the arts at least three times in the past 12 months	N/A	N/A					33.6	N/A	N/A	Yes	😊	
NI 37	Awareness of civil protection arrangements in the local area	Safe	Ian Smith Alan Matthews	The building of frontline respondents capabilities to effectively plan for and respond to emergencies (Place Survey)												Awaiting the results from the Place Shaping Survey. In the mean time meetings have taken place with the Area Assemblies and Communications and Marketing to address local communities. Emergency Planning packs have been presented at the Wath Gala and Rotherham Show. Z card information has been produced for members of the public in flood areas, they explain what to do before, during and after a flood.
NI 47	People killed or seriously injured in road traffic accidents Local Area Agreement (LAA)	Safe	Ken Wheat Stuart Savage	A preventative approach will be taken to minimise crime , accidents and hazards: and further strengthen resilience and thus safeguard all Rotherham citizens.		641 2007	156	118	138		275	628 2008	550	Yes	😊	The All KSI target for South Yorkshire was met in 2007 based on the 3 year moving average. The provisional results from quarters 1 to 3 indicate that we are also on course to meet the target for 2008.
NI 48	Children killed or seriously injured in road traffic accidents	Safe	Ken Wheat Stuart Savage	To measure the number of children aged under 16 years KSI in road traffic accidents.		17 2007	3	4	2		7	16 2008	14	Yes	😊	The Rotherham child KSI target for 2007 was met based on the 3 year moving average. The provisional results from quarters 1 to 3 are encouraging and if the result from quarter 4 remains at a similar level the target for 2008 should be met.
NI 57	Children and young people's participation in high-quality PE and sport LAA	Alive	Steve Hallsworth	Measures the % of 5-16 year olds doing 5 hours of high quality physical education and sport and the % of all 16-19 year olds participating in 3 hours of sport each week.	N/A	N/A					N/A	N/A	N/A			This is a new indicator. The latest definition for this indicator promised baseline data by October 2008. However, to date this has not been made available.
NI 151	Overall employment rate LAA	Achieving	Simeon Leach Neil Rainsforth	Maximise employment opportunities for all by supporting disadvantaged people into work.		71.50%	71.70%	72.00%	72.00%		71.50%	71.50%	71.50%	Yes	😊	Annual Population Survey from the ONS - data is usually released 7/8 months in arrears. Rotherham is showing an employment rate 2.5% below the national average for the quarter ended March 2008. (72.0% against GB average of 74.5%). LAA target is for an increase of 1.0% in employment rate by 2011 (i.e. to 72.5%, no change for 2008/09). Unemployment rate is now starting to rise appreciably as a result of the economic downturn and this is likely to impact on the employment rate over coming months.
NI 152	Working age people claiming out of work benefit LAA	Achieving	Simeon Leach Neil Rainsforth	Maximise employment opportunities for all by supporting disadvantaged people into work.		14.60%	14.40%	14.30%	14.30%		14.20%	14.20%	14.20%	Yes	😊	LAA target for drop of 0.4% over the year - latest DWP benefit data (for year to May 2008) shows a fall of 0.3% to 14.3% but no change on last quarter. Recent rise in jobless claimants will make this target more difficult to achieve over the coming quarters.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 07/08	07/08 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
NI 153	Working age people claiming out of work benefits in the worst performing neighbourhoods	Achieving	Simeon Leach Neil Rainsforth	This indicator will measure the progress on reducing concentrations of worklessness within the LAA.		27.90%	27.70%	27.60%	27.60%			27.30%	27.30%	Yes	😊	Same measure as NI 152 but for most deprived SOAs. Fall from May baseline by 0.3% (DWP benefit data for year to May 2008). Target represents a reduction of 0.6%, above NI152 fall to 'close the gap'. Rises in jobless claimants will affect performance on this indicator as per NI152.
NI 154	Net additional homes provided LAA	Achieving	Nick Ward Andy Duncan	The number of new homes built, taking into account homes lost through demolitions.	N/A	410	183	178	87		448	550	597	Yes	😊	The collection of demolition data has been refined and as a result the figures for the previous two quarters have been amended.
BV109a NI157	Planning Applications: Major Applications	Planning	Paul Woodcock Bronwen Peace	Percentage of major applications determined within 13 weeks.	79.10%	69.52%	64.29%	76.47%	69.00%		70.00%	75.00%	75.00%	No	😞	Direction of travel is positive - action has been taken to ensure that this continues to improve over the final quarter.
BV109b NI157	Planning Applications: Minor applications	Planning	Paul Woodcock Bronwen Peace	Percentage of minor applications determined within 8 weeks.	83.70%	75.18%	79.84%	89.41%	85.00%		84.00%	80.00%	80.00%	Yes	😊	On target
BV109c NI157	Planning Applications: 'Other' applications	Planning	Paul Woodcock Bronwen Peace	Percentage of 'other' applications determined within 8 weeks.	91.80%	90.01%	93.58%	96.14%	94.00%		94.00%	92.00%	92.00%	Yes	😊	On target
NI 159	Supply of ready to develop housing sites	Achieving	Andy Duncan Nick ward	Planning Policy Statement 3 requires LPA's to maintain a 5 year supply of deliverable sites for housing through their LDF. Requirement to monitor through the Annual Monitoring Reports (AMR).		120%*	125.4%*	126.40%	128.10%		128.10%	100%	100%	Yes	😊	On target
NI 166	Average earnings of employees in the area	Achieving	Simeon Leach Neil Rainsforth	Earnings per job is a suitable proxy i.e. measurement of earnings allows all LA's to monitor a rough proxy of productivity. Used with the employment rate this indicator allows LA's to make a broad assessment of economic output.		£425.10						£445	£445	Yes	😊	Median gross weekly pay for full-time employees on workplace basis. Taken from latest ASHE survey 2008 fall on previous year so target not met, but it must be noted that there can be large fluctuations year on year due to sample sizes used.
NI 167	Congestion - average journey time per mile during the morning peak LAA	Achieving	Ken Wheat Ian Ashmore	Co-ordinate innovation partnerships to improve sustainable infrastructure, address and adapt to climate change.		3 min 35 sec's 2006	-					3 min 44 sec's	3 min 44 sec's			This is an annual measure, the results for this year are being analysed by the LTP Director's Office, and will be available in February for all the South Yorkshire districts.
BV223 NI168	Condition of Principal Roads LAA	Transport	Bob Stock David Cooper	Percentage of the authority principal road network where structural maintenance should be considered. SCANNER	3.0%	9% (RP701) 4% (RP801)	4.0%	4.0%	4.0%		4.0%	5.00%	5.0%	Yes	😊	Survey data not yet finalised
BV224a NI169	Condition of Non-Principal Classified Roads	Transport	Bob Stock David Cooper	Percentage of the non-principal classified road network where maintenance should be considered. SCANNER	5.00%	14% (RP701) 6% (RP801)	6.00%	6.00%	4.0%		6.00%	6% 14%	6.00%	Yes	😊	Survey data not yet finalised
NI 170	Previously developed land that has been vacant or derelict for more that 5 years	Proud	Nick Ward Andy Duncan Scott Thurlby	To gauge the success of LA's in facilitating the re-use of brownfield land as a contribution to regeneration and economic growth.		4%	4%	4%	2.75%			3.75		Yes	😊	The quarter 3 figure has resulted from the 2007/2008 NLUD return in December 2008.
NI 171	VAT registration rate LAA	Achieving	Simeon Leach Neil Rainsforth	Promote business start ups, growth and inward investment.		25.6 2006						26 2007	26 2007	Yes	😊	ONS data for number of new businesses registering for VAT per 10,000 adult population in 2007 (data released Dec08). Large increase on previous year and target exceeded - however this may partly reflect a one-off increase due to changes in tax rules relating to managed service companies. LAA target been changed to include PAYE as well as VAT registrations, last year of data in this format so baseline and target will need revising for future years.
NI 172	VAT. registered businesses in the area showing growth	Achieving	Simeon Leach Neil Rainsforth Tim O'Connell	To show the strength of the small business sector by monitoring employment growth within existing businesses.												
NI 173	People falling out of work and on incapacity benefit	Achieving	Simeon Leach Neil Rainsforth	DWP, DH and HSE, seeks to improve the health of working age people and ensure that people with health conditions or disabilities are able to enter, remain or quickly return to work.		2.70%	2.60%	2.60%	2.60%			2.60%	2.60%	Yes	😊	Data is taken from the DWP 'on-flows' database - baseline of 2.7% (on-flow of 2,860 claimants, due to change in APS population denominator this is now revised to 2.6%). Little change over last few quarters, realistic target fall of 0.1% in current economic climate.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 07/08	07/08 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
NI 174	Skills gap in the current workforce reported by employers	Achieving	Simeon Leach Neil Rainsforth	Skills gaps exist where employers report having employees who are not fully proficient at their job. The indicator helps understand whether employers skills needs are being met, and is directly related to economic development in which LA's have an important role.		29.23%	16.71%	16.71%			16.71%	25.00%		Yes	😊	Survey based data from LSC (expected to be run every two years) - 2005 baseline data, latest 2007 data just released and showing large drop. Doubt over reliability / sample sizes used in this survey but target of 25% is fall of over 4% on baseline.
NI 175	Access to services and facilities by public transport, walking and cycling	Achieving	Ken Wheat Paul Gibson SYLTE	This indicator measures access to selected core services and facilities by individuals via non-private modes of transport, which may include, but is not limited to: public transport, demand responsive transport, walking and cycling.		68.5% 2007/08							98%			The next data will be produced by the SYLTE around April/May 2009 to inform the next LTP Progress Delivery Report.
NI 176	Working age people with access to employment by public transport (and other specified modes)	Achieving	Ken Wheat Paul Gibson SYLTE	Indicator measures the % of people of working age living within the catchment area of a location with more than 500 jobs by public transport , demand responsive transport and/or walking.												The next data will be produced by the SYLTE around April/May 2009 to inform the next LTP Progress Delivery Report.
NI 177	Local bus and light rail passenger journeys originating in the authority area	Achieving	Ken Wheat Paul Gibson SYLTE	All passengers travelling on registered local bus services and light rail services should be counted. This includes all travelling on school bus services available to the public, and passengers travelling on flexibly routed bus services other than Dial-a- Ride services.		130,080,000							134,500,000			The next data will be produced by the SYLTE around April/May 2009 to inform the next LTP Progress Delivery Report.
NI 178	Bus services running on time	Achieving	Ken Wheat SYLTE Ian Ashmore Richard Baker	Bus punctuality - defined as keeping public service buses on their scheduled bus departure times. This indicator is measure in two different ways % of non-frequent buses on time and the average excess waiting time for frequent services.		73% 2007/08							75%			The next data will be produced by the SYLTE around April/May 2009 to inform the next LTP Progress Delivery Report.
NI 185	CO2 reduction from operations buildings LAA	Achieving	David Rhodes Steve Cope	Co-ordinate innovation partnerships in order to improve sustainable infrastructure, mitigate and adapt to climate change.		43,693 tonnes						2% less	2% less			
NI 186	Per capita reduction in CO2	Safe	TBA	The indicator will rely on centrally produced statistics to measure end user CO2 emissions in the Local Area from: Business and public sector - Domestic housing - Road transport.		9.7 per capita 2005 estimate										
NI 188	Planning to adapt climate change	Achieving	David Edwards Phil Turnidge TBA	To ensure LA preparedness to manage risks to service delivery, the public, local infrastructure , business and natural environment from climate change.		0 Baseline										Defra will publish the results
NI 189	Flood and coastal erosion risk management	Safe	Phil Turnidge Alan Bamforth	Flooding - Environment Agency												The first self assessment of the Councils progress as a means of monitoring performance against the Catchment Flood Management Plan (CFMP) has to be procecd in March 2009.
NI 191	Residual household waste per household	Achieving	Adrian Gabriel John Bell	Number of kilograms of residual household waste collected per household		673	153	301	415		415	576	562	Yes	😊	Figure is an estimate. 3rd. quarter figure is significantly better than control target (453). We are now sending increasing amounts of domestic refuse round waste to an autoclave process as part of the interim waste treatment and disposal contract. This process has ensured that more than 56% of the input tonnage to date has been diverted from landfill. In combination with the success of the alternate week collection system this will ensure the year-end target is achieved.
NI 192	Percentage of household waste sent for reuse, recycling and composting	Achieving	Adrian Gabriel John Bell	The percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or anaerobic digestion		37.35%	46.60%	47.50%	47.62%		47.50%	45.55%	45.35%	Yes	😊	Figure is an estimate. 3rd. quarter figure is better than control target (45.00%). This indicator is likely to be close to the year-end target. The year-end target was based on the biomass produced by one of our waste treatment contractors (Sterecycle) being classified as "composted waste". However if the Environment Agency determine that this waste cannot count as composting then this indicator could fall significantly short of the year-end target.
NI 193	Percentage of municipal waste landfilled	Achieving	Adrian Gabriel John Bell	The percentage of municipal waste which is sent to landfill		65.62%	52.95%	52.50%	52.59%		52.59%	54.54%	54.86%	Yes	😊	Figure is an estimate. 3rd. quarter figure is better than control target (54.75%). Increasing tonnages of domestic refuse round waste are now being diverted away from landfill as part of the interim waste treatment and disposal contract. This process has ensured that more than 3,750 tonnes of domestic waste have been diverted from landfill since the start of the contract (25/8/08). This indicator is on course to be close to the year-end target and will beat the target if the current trial of domestic waste to Sheffield's energy from waste plant proves successful.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 07/08	07/08 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
NI 194	Level of air quality - Reduction in NOX and primary PM10 through authority estates and operations	Achieving	Ian Smith Craig Simpson David Rhodes Paul Maplethorpe TBA	LA is required to calculate emissions from analysis of the energy and fuel use in their relevant buildings and transport, including where these services have been outsourced. The aim of this indicator is to identify authorities that are proactive in minimising air pollution emissions from their estates and operations												
NI 195a	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Achieving	Andy Shaw Andy Roddis	Litter	7.00%	8.3%	N/A	4.40%	5.3		4.90%	6%	6%	Yes	😊	On target
NI 195b	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Achieving	Andy Shaw Andy Roddis	Detritus	7.00%	8.3%	N/A	15.50%	17.80%		16.70%	7%	16%	No	😞	Target unlikely to be met with existing resources. NB Street cleansing funding only 51% of Audit Commission National average. Increase in detritus appears to be partially caused by exceptional flooding in 2007, continued prolonged wet weather in Spring/Summer 2008 and deteriorating condition of the non-principle road network. A policy options investment form has been produced, but was not submitted, for provision of additional mechanical sweepers in the sum of £222,000.
NI 195 LAA	Graffiti	Achieving	Andy Shaw Andy Roddis	Graffiti - LAA Stretch Target 2008/09 = 921 and ensure that no more than 921 incidents of graffiti occur per year to 2010/11. Baseline 1535	0.00%	1534 March 05	165 graffiti	158	137		460	921 graffiti	700	Yes	😊	On profile to achieve the performance reward grant of £449,000
NI 195c	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) LAA	Achieving	Andy Shaw Andy Roddis	Graffiti	1.00%	0.70%	N/A	2%	1.80%		1.9%	1.00%	1.8%	No	😞	Performance is still good compared with Metropolitan Authorities' top quartile figure of 3%.
NI 195d	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Achieving	Andy Shaw Andy Roddis	Fly posting	0.0%	0.0%	0	0	0		0	0%	0%	Yes	😊	On target
NI 196	Improved street and environmental cleanliness - fly tipping	Achieving	Andy Shaw Andy Roddis	Fly tipping		1 - V. Effective	3 - Not Effective	3-Not Effective	3 - Not Effective		3 - Not Effective	3 - Not Effective	2 - Effective	Yes	😊	On target
LAA Stretch target	Improved street and environmental cleanliness - fly tipping LAA	Achieving	Andy Shaw Andy Roddis	Fly tipping - Target 11,725 cumulative over 3 years. Baseline is 4188 per year	N/A	4188 fly tipping per year	7318 fly tipping	8001 cumulative total (target for qtr 9771)	8672 cumulative total		8672	11,725 3yrs fly tipping	9650	Yes	😊	On target to achieve the performance reward grant.
NI 197	Improve local biodiversity - active management of local sites	Alive	Steve Hallsworth Carolyn Barber Phil Gill	Measures the proportion of Local Sites where positive conservation management has been or is being implemented	N/A	N/A					N/A	N/A	N/A			This is a new indicator. On 24 November 2008 Delegated Powers approved 106 local sites for conservation management in accordance with the Rotherham Local Wildlife Site System. Arrangements for monitoring and reporting will be finalised before close of March.
NI 198	Children travelling to school mode of transport usually used	Safe	Ken Wheat Paul Gibson	C&YPS collected the data Debora Johnson												SYPTÉ to make a response
NI 199	% of children and young people satisfied with parks and play areas	Alive	Steve Hallsworth Peter Cunningham	Measures the % of children and young people satisfied with parks and play areas. The full definition of this PI not yet published.	N/A	N/A					40%	N/A	N/A			This indicator is measured via responses to a question included in the annual Ofsted TellUs Survey of children and young people. The current cumulative outturn is based on the TellUs 3 survey published in October 2008.
AC 2	Number of new start up businesses LAA	Achieving	Simeon Leach Dean Hughes	Promote business start ups growth and inward investment.		205	55				55	218	218	Yes	😊	Business Link need to provide their figures.
AC3	Number of incapacity benefit claimants entering into sustained employment (i) LAA	Achieving	Simeon Leach Peter Butters	Maximise employment opportunities for all by supporting disadvantaged people into work. By march 09 there will be 143 more people in work from our poorest wards and not claiming incapacity benefit.		20	58		86			143	143	Yes	😊	The aim is to reach the minimum of 60% for the target. Achieving Board have approved a further £45k of Working Neighbourhoods money to help achieve the target, on the basis that it will bring in a significantly larger award grant, as well as help people in to work.
AC3	Number of incapacity benefit claimants entering into sustained employment (ii) LAA	Achieving	Simeon Leach Peter Butters	Maximise employment opportunities for all by supporting disadvantaged people into work. By march 09 there will be 73 more people in work from our poorest wards and not claiming incapacity benefit.		24	25 from April 06		43			87	87	Yes	😊	The aim is to reach the minimum of 60% for the target. Achieving Board have approved a further £45k of Working Neighbourhoods money to help achieve the target, on the basis that it will bring in a significantly larger award grant, as well as help people in to work.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 07/08	07/08 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
BV099a (i)	Road Accident Casualties: SKI all people	Transport	Stuart Savage	Number of People killed or seriously injured (KSI) in road traffic collisions.	78.50	116 (target 110)	22	17	28		72	2008 104	96	Yes	☺	The All KSI target for 2007 was narrowly missed. This is largely accounted for by a rise in motorcycle, cycle and pedestrian KSIs. It should be stressed that the increase in each category is relatively small but when added together is sufficient to result in the target not being met. The provisional results for quarters 1 to 3 of 2008 are encouraging and if the result for quarter 4 remains at a similar level the target for 2008 should be met
BV099a (ii)	Road Accident Casualties: KSI all people	Transport	Stuart Savage	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the previous year.	-10.00	20.8%										
BV099a (iii)	Road Accident Casualties: KSI all people	Transport	Stuart Savage	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 2001-2004 average.	-43.50	-3.3%										
BV099b (i)	Road Accident Casualties: KSI children	Transport	Stuart Savage	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions.	9.00	20 (target 17)	3	4	2		9	2008 16	12	Yes	☺	The child KSI target for 2007 was narrowly missed as a result of small increases in pedestrian, vehicle occupant and cyclist casualties. The provisional results for quarters 1 to 3 of 2008 are encouraging and if the result for quarter 4 remains at a similar level the target for 2008 should be met.
BV099b (ii)	Road Accident Casualties: KSI children	Transport	Stuart Savage	Percentage change in the number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions since the previous year.	-30.90	66.70%										
BV099b (iii)	Road Accident Casualties: KSI children	Transport	Stuart Savage	Percentage change in the number of children killed or seriously injured (KSI) in road traffic collisions since the 2001-2004 average.	-62.60	5.30%										
BV099c (i)	Road Accident Casualties: Slight Injuries	Transport	Stuart Savage	Number of people slightly injured in road traffic collisions.	654.60	1233 (target 1191)	257	272	238		767	2008 1175	1023	Yes	☺	The slight casualty target for 2007 was not met. This can be largely attributed to a rise in vehicle driver and motorcycle rider casualties. It should be stressed that the increase in each category is relatively small but when added together is sufficient to result in the target not being met. The provisional results for quarters 1 to 3 of 2008 are encouraging and if the result for quarter 4 remains at a similar level the target for 2008 should be met.
BV099c (ii)	Road Accident Casualties: Slight Injuries	Transport	Stuart Savage	Percentage change in the number of people slightly injured in the road traffic collisions since the previous year.	-10.00	2.60%										
BV099c (iii)	Road Accident Casualties: Slight Injuries	Transport	Stuart Savage	Percentage change in the number of people slightly injured in road traffic collisions since the 2001-2004 average.	-31.10	1.50%										
BV100	Temporary Road Closures	Transport	Andrew Rowley	Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by road works, per km of traffic sensitive road.	0.10	0.00	0.00	0.00	0.00		0.00	0.02	0.00	Yes	☺	On target
BV106	New Homes on Previously Developed Land	Planning	Nick Ward	Percentage of new homes built on previously developed land.	96.40%	65.04%	79.43%	90.63%	82.84%		85.19%	65.00%	75.00%	Yes	☺	Cabinet approved a policy of having a presumption against the granting of planning permission for residential development on "Greenfield" land. By removing the option of developing on Greenfield sites, the presumption against greenfield development, along with previous controls on the release of greenfield sites, has increased the PDL or "Brownfield" percentage. This, however, has been at the expense of the overall completion rate, which we must maintain over the long term. Government guidance in the form of PPS3 and recent increases in the housing requirement set in the Regional Spatial Strategy led to the removal of the "moratorium" last year. This will increase potential housing land supply but is likely to result in the dropping off of performance in terms of "brownfield" completions in the future.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

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BV156	Buildings Accessible to People with a Disability	Corporate Health	Stuart Carr	The Percentage of Authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people.	84.70%	78.79%	78.79%	85.54%	85.00%			90.00%	90.00%	Yes	😊	On target
BV 165	Pedestrian Crossings with Facilities for Disabled People	Transport	Mick Powell	The percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the local authority area.	99.9%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		Yes	😊	On target
BV178	Footpaths and Rights of Way Easy to Use by the Public	Transport	Bob Stock	The percentage of the total length of rights of way in the local authority area, that are easy to use by the general public.	90.1%	87.40%	92.50%	92.90%	100.00%		92.50%	91%	91.00%	Yes	😊	On target
BV200b	Plan-making: Milestones	Planning	Phil Turnidge	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	N/A	No	No	No	No		No	No	No	No	☹️	
BV200c	Plan-making: Monitoring Report	Planning	Phil Turnidge	Did the local planning authority publish an annual monitoring report by 31st of December each year?	N/A	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	😊	On target
BV204	Planning Appeals	Planning	Karl Battersby/Bronwen Peace	The number of planning appeal decisions allowed against the Authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	26.70%	22.20%	35.71%	0.00%	44.40%		33.30%	26%	26%	No	☹️	From 1 April 08 to 31 Dec 08 there were: 28 Appeals, of which 19 were dismissed and 9 were allowed.
BV205	Quality of Planning Services Checklist	Planning	Bronwen Peace	The local Authority's score against a 'quality of planning services' checklist.	100.00%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	Yes	😊	On target
BV215a	Rectification of Street Lighting faults: non DNO	Transport	Alan Lewis	The average number of days taken to repair a street lighting fault, which is under the control of the local authority	3.00	3.35	1.85	2.54	2.67		2.41	3.20	3.20	Yes	😊	On target
BV215b	Rectification of Street Lighting Faults: Distribution Network Organisation DNO	Transport	Alan Lewis	The average time taken in days to repair a street lighting fault, where response time is under the control of a DNO.	14.50	10.30	8.91	12.92	9.10		9.48	9.00	9.00	No	😐	Slightly off target
BV218a	Abandoned Vehicles	Environment & Environmental Health	Bob Stock	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	98.55	99.20%	99.40%	98.20%	99.10%		99.40%	98%	99.00%	Yes	😊	On target
BV218b	Abandoned Vehicles - removal	Environment & Environmental Health	Bob Stock	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle.	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%	99.00%	99.0%	Yes	😊	On target
BV219a	Preserving the Special Character of Conservation Areas	Culture and Related Services	Peter Thornborrow	Total number of conservation areas in the local Authority area.	N/A	26	26	26	26		26	26	26	Yes	😊	On target
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	Culture and Related Services	Peter Thornborrow	Percentage of conservation areas in the local Authority area with an up-to-date character appraisal.	57.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	Yes	😊	On target
BV224b	Condition of Unclassified Roads	Transport	Bob Stock	Percentage of the unclassified road network where structural maintenance should be considered. Course Visual Inspection (CVI).	8.50%	10%	10.00%	10.00%	11.00%		10.00%	10%	10.00%	No	😐	Survey data over a three year period shows a clear linear trend in deterioration across this element of the network. This trend is unlikely to be interrupted without additional resources being directed towards local access roads.
LPI 1a	Improve Rotherham's overall employment rate		Neil Rainsforth	Gap between Rotherham and the national average in terms of working age population in employment.		2.80%	2.60%	2.40%	2.50%			2.60%	2.60%	Yes	😊	This has largely been replaced by similar NI 151 and new LAA target. Local target has been set to reduce gap by 0.2% over the year. Latest APS data (March 2008) shows Rotherham employment rate at 72.0%, GB at 74.5%. See note on NI151 re recent economic downturn.
LPI 2	Economic inactivity rate		Neil Rainsforth	Economic inactivity calculated as a percentage of the working population.		23.80%	24.20%	24.10%	23.60%			23.80%	23.80%	Yes	😊	Rotherham is 2.3% above national average (GB = 21.3%) for quarter ended March 2008. This figure has been rising over recent quarters and target set to arrest this rise and remain at 23.8% by year end - fall this quarter so on target to achieve this (however recent economic downturn and increased jobless will impact on this in coming quarters). All labour market information is subject to variance caused by sample size of the survey so fluctuations between quarters are to be expected.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

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LPI 3	Highway Cleanliness		Andy Roddis	The percentage of highways that are either of a high or acceptable standard of cleanliness.		99.20%	98.20%	98.90%	100.00%		99.00%	97.25%	98.00%	Yes	😊	On target
LPI 5	Removal of Fly-tipping		Andy Roddis	Average time taken to remove fly-tips (days)		0.7	0.4	0.56	0.64		0.53	1	0.90	Yes	😊	On target
LPI 6			Howard Webb/Alan Lewis	Percentage of street lamps not working as planned. (At any one time throughout the year.)		1.02%	0.64%	0.80%	0.74%		0.73%	<1.0%	<1.0%	Yes	😊	On target
LPI 7 OLD BV188			Bronwen Peace	The number of planning decisions delegated to Officers as a percentage of all planning decisions.		87.95%	88.64%	89.86%	87.83%		89.89%	90%	90.00%	Yes	😊	On target
LPI 8a	Land Search Breakdown		Phil Reynders	Electronic searches National Land Information System (NLIS)		30.69%	6.20%	9.70%	12.00%		10.00%	5%	3%	Yes	😊	On target
LPI 8b	Land Search Breakdown		Phil Reynders	Non NLIS.		46.71%	8.50%	11.40%	15.00%		11.00%	20%	27%	Yes	😊	On target
LPI 8c	Land Search Breakdown		Phil Reynders	Personal searches		22.60%	85.30%	78.90%	73.00%		79.00%	75%	70%	Yes	😊	On target
LPI 9a	Search Turnaround		Phil Reynders	NLIS carried out in less than 5 days.		100.00%	52.30%	74.00%	83.00%		69.00%	75%	80%	Yes	😊	On target
LPI 9b	Search Turnaround		Phil Reynders	Non NLIS carried out in less than 5 days.		99.85%	65.30%	81.20%	100.00%		80.00%	75%	85%	Yes	😊	On target
LPI 10			Bob Stock	Winter Maintenance routes gritted within allocated time.		97.30%	100%	100%	99.10%		100%	98%	98.00%	Yes	😊	On target
LPI 11			Andy Roddis	Highway inspections achieved		99.80%	99.90%	99.7%	100.00%		99.90%	99.00%	99.00%	Yes	😊	On target
LPI 12			Andy Roddis	Damage to roads and pavements. The percentage of reported dangerous defects (e.g. potholes) in roads and footways that have been repaired within 24 hours.		96.40%	99.40%	98.90%	91.10%		95.20%	98.25%	96.40%	No	😐	Performance dropped in 3rd quarter owing to reduced delivery teams, in order to produce budget savings. Provision now made for additional resources to be 'drawn in' when teams are overloaded.
LPI 13			Andrew Rowley	Percentage of chargeable inspections of undertaker's work achieved.		100%	100%	100%	100%		100%	100%	100%	Yes	😊	On target
LPI 14			Andy Roddis	Total number of actionable defects on roads and pavements per 100 kilometres of network inspected.		110.6	131.6	86.2	105.80		111.4	135	134.0	Yes	😊	On target
LPI 17			Stuart Carr	Revenue running costs of floor space per m ² .		£49.75	£8.30	£15.56	£28.58					Yes	😊	The figure for the third quarter is slightly lower than the previous year's figures. This may be due to the fact that some costs have not yet been transferred to CEDAR. A clearer picture will emerge in the final quarter.
LPI 20			Stuart Carr	Percentage of gross floor-space classified as good satisfactory categories A-B		67%	65%	65%	62%							The downward trend is anticipated to continue as Facilities Management carries out more Condition Surveys and the level of investment in property repairs and replacement remains the same.
LPI 21			Graham Kaye	The number of reports received of blocked gullies per 1000 gullies.		9.69	1.16	2.49	3.72		2.49	5	5	Yes	😊	On target
LPI 22			Alan Matthews Paul Eastell	Working days lost from work related injuries and ill health (including stress) injuries only		2656	841	495	517		1190	2175		Yes	😊	On target
LPI 23			Alan Matthews Paul Eastell	Incidents rate fatal and major accidents. National Performance target is for a reduction by 10% by 2010.		5	7	1	0		8	9		Yes	😊	On target
LPI 24			Alan Matthews Paul Eastell	Informing the HSE of reportable injuries and dangerous occurrences within 10 working days as a percentage of the total.		95%	100%	92%	100%		96%	100%		Yes	😊	On target

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

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LPI 25			Bronwen Peace	Planning cost per head of population												
LPI 26			Andy Roddis	The cost per square kilometre of keeping relevant land and relevant highways for which the local authority is responsible, clear of litter and refuse.		£65,165	£16,78	£16,780	£16,780		£50,340	£67,120	£67,120	Yes	😊	On target
LPI 28a			Stuart Carr	Number of properties entering the property bank		6	1	15	3		19			Yes	😊	
LPI 28b			Stuart Carr	Number of properties exiting the property bank.		8	2	0	0		2			Yes	😊	
LPI 29			Andy Roddis	Net Spend per head of population on street cleaning.		£7.51	£1.95	£1.95	£1.95		£5.85	£7.80	£7.80	Yes	😊	On target
LPI 30			Stuart Carr	Number of property assets reviewed against a checklist of 31 criteria.												
LPI 31	Vacancy rate for Industrial and Commercial Property		Neil Rainsforth	Vacancy rate for Industrial and Commercial Property (percentage of total floor space vacant) per m²		10.40%						11.0%		Yes	😊	Figure updated from annual survey of industrial sites carried out at year end, with results available March. Baseline shows large fall from 13.4% on previous year but large amount of spec. built units now becoming available and in current economic climate a target of 11% is considered stretching.
LPI 32	Vacancy rate of Rotherham Town Centre only premises		Neil Rainsforth	Vacancy rate of Rotherham Town Centre only premises (number of vacant units)		12.18%			12.44%			12.0%		Yes	😊	Figure updated from annual survey of town centre carried out Sep/Oct each year, with results available Dec/Jan. Vacancy rates have been rising and given continuing town centre disruption during the Rotherham Renaissance work a 12% target has been set for the short term. Results from 2008 survey show a small rise to 12.44%, so target will not be met
LPI 33	Vacancy rate of Town Centre premises		Neil Rainsforth	Vacancy rate of Town Centre premises (number of vacant units across all borough centres)		9.21%			9.25%			9.0%		Yes	😊	Figure updated from annual survey of all town centres carried out Sep/Oct each year, with results available Dec/Jan. Target of 9% set in the short term as this figure is influenced by Rotherham town centre vacant units (as above) - 2008 survey results show little change to overall vacancy rates (slight increase for Rotherham T/C, slight decrease for other borough centres).
LPI 34	All footways condition		Bob Stock	Percentage of footway network needing major repairs		7.88%	8.6%	9.3%	9.6%		9.3%	7.7%	10.0%	No	☹️	Deterioration across the network clearly appears to be exceeding the rate at which footways are repaired or resurfaced.
LPI 42a	Energy consumption in operational buildings		Steve Cope	Measurement of gas and electricity in kWh/m²		348	65	60	83	90	298	334		Yes	😊	
LPI 42b	Energy consumption in schools		Steve Cope	Measurement of gas and electricity in kWh/m²		233	42	22	66	75	205	224		Yes	😊	
LPI 42c	Electricity consumption		Steve Cope	kWh unit of measure		37,034,943	8,430,252	7,585,466	9,343,398	9,626,266	34,985,382	35,553,545		Yes	😊	
LPI 42d	Total fossil fuel consumption		Steve Cope	kWh unit of measure		115,164,778	19,594,957	12,677,067	35,540,349	44,287,390	112,099,763	110,558,187		Yes	😊	
LPI 42e	Total water consumption		Steve Cope	m³ unit of measure		351,209	49,873	77,426	86,832	88,330	302,461	337,161		Yes	😊	
LPI 42f	Total CO2consumption in operational properties and schools		Steve Cope	kg CO2/m²		41.42	7.57	5.2	10.94	12.24	33.6	39.76		Yes	😊	
LPI 36	Community Risks identified on the Community Risk Register.		Alan Matthews	Number of identified risks relevant to the Borough of Rotherham.		66	66	66	66		66			Yes	😊	Following the events of June 2007, the risk from dam breach has been reviewed and amended.
	Ditto			Percentage of total risks covered by suitable response plans.		98%	98%	98%	98%		98%	98%		Yes	😊	The question of planning for dam inundation is to be discussed and progressed through the South Yorkshire Local Resilience Forum.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

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	Ditto			• Number of new risks identified within reporting period.		0	0	0	0		0			Yes	😊	On target
LPI 37	Training and Exercising		Alan Matthews	• Number of RMBC staff receiving basic Emergency Planning Awareness training annually.		247	64	33	65		162	320		No	😞	Below target
				• All Borough Emergency Operation Room named volunteer receive half day training and exercising appropriate to their role.		100%	20%	30%	20%		70%	95%		Yes	😊	The first of three planned mini exercises to test the council's Borough Emergency Plan has taken place.
LPI 38	Auditing Council Preparedness		Alan Matthews	Directorate compliance with the Borough Emergency Plan - No. of major non compliances.		0	0	0	0		0	0		Yes	😊	On target

Environmental Services

BV82a (i)	Household waste management (recycling)	Waste and Cleanliness	Hugh Long	Percentage of household waste arisings which have been sent by the Authority for recycling	25.00%	25.00%	19.61%	19.54%	20.44%		20.44%	24.05%	21.65%	No	😞	3rd. quarter figures are estimates. Both indicators are lower than control targets (22.94% & 21,031.11 tonnes). Kerbside blue box (dry recyclable) figures continue to be higher than last year (as at November, almost 10% up). However, problems with the H.W.R.C. contract (we were forced to operate the contract in an unincitised format for 10 weeks which had a very negative impact on performance) have contributed to significantly lower than forecast recycling tonnages from the H.W.R.Cs. In addition, the autoclave process of the interim waste treatment and disposal contract has to date only produced 4% recycling when this was forecast to be c.20% of Sterecycle's throughput. The economic downturn has been felt especially quickly in the recyclables market with a downward pressure on tonnages already being experienced.
BV82a (ii)	Household waste management (recycling)	Waste and Cleanliness	Hugh Long	Total tonnage of household waste arisings sent by the Authority for recycling	18739.40	24885.50	6250.94	12380.62	18020.08		18020.08	28365.00	24820.69	No	😞	
BV82b (i)	Household waste management (composting)	Waste and Cleanliness	Hugh Long	Percentage of household waste arisings which have been sent by the Authority for composting or treatment by anaerobic digestion	17.20%	14.16%	26.98%	26.99%	27.17%		27.17%	21.49%	23.69%	Yes	😊	3rd. quarter figures are estimates. Both indicators remain significantly higher than control targets (22.06% & 20,231.51 tonnes). Kerbside green waste figures remain well over 5,000 tonnes (39%) higher than 3rd. quarter last year. However, H.W.R.C. green waste (figures to October) is almost 1,000 tonnes lower than the same period last year (this fall-off can be attributed to the expansion of the kerbside green waste collection system and to the H.W.R.C. problems referred to above). As part of the interim waste treatment and disposal contract more than 56% of the input tonnage to Sterecycle has been diverted from landfill. Almost 3,500 tonnes of this diversion has been classed as compostable waste. However if the Environment Agency determine that this waste cannot count as composting then this indicator could fall a little short of the year-end target.
BV82b (ii)	Household waste management (composting)	Waste and Cleanliness	Hugh Long	Total tonnage of household waste arisings sent by the Authority for composting or treatment by anaerobic digestion	12273.80	16877.87	8597.16	16559.87	23954.71		23954.71	25347.90	27157.90	Yes	😊	
BV82c (i)	Household waste management (energy recovery)	Waste and Cleanliness	Hugh Long	Percentage of household waste arisings which have been used to recover heat, power and other energy sources	10.30%	0.20%	0.01%	52.79%	52.32%		52.32%	0.02%	54.60%	Yes	😊	3rd. quarter figures are estimates.

Environment and Development Services Performance Indicators 2008/2009 Q3 Appendix A

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BV82c (ii)	Household waste management (energy recovery)	Waste and Cleanliness	Hugh Long	Total tonnage of household waste arisings which have been used to recover heat, power and other energy sources	25832.10	244.07	4.43	33444.21	46136.69		46136.69	18.53	62593.19	Yes	😊	3rd. quarter figures are estimates. Both indicators are significantly better than control targets (54.99% & 50,423.19 tonnes). The alternate week collection system continues to reduce refuse round residual waste. In addition to the recycling, composting and energy recovery initiatives, the interim waste treatment and disposal contract has significantly reduced residual waste to landfill (more than 3,750 tonnes of domestic waste have been diverted from landfill since the start of the contract). This indicator is on course to be close to the year-end target and will beat the target if the current trial of domestic waste to Sheffield's energy from waste plant continues successfully.
BV82d (i)	Household waste management (landfilled)	Waste and Cleanliness	Hugh Long	Percentage of household waste arisings which have been landfilled	50.40%	64.75%	53.40%	52.79%	52.32%		52.32%	54.44%	54.60%	No	😞	
BV82d (ii)	Household waste management (landfilled)	Waste and Cleanliness	Hugh Long	Total tonnage of household waste arisings which have been landfilled	46622.00	77165.85	17017.88	33444.21	46136.69		46136.69	64198.39	62593.19	Yes	😊	3rd. quarter figures are estimates. Both indicators are significantly better than control targets (54.99% & 50,423.19 tonnes). The alternate week collection system continues to reduce refuse round residual waste. In addition to the recycling, composting and energy recovery initiatives, the interim waste treatment and disposal contract has significantly reduced residual waste to landfill (more than 3,750 tonnes of domestic waste have been diverted from landfill since the start of the contract). This indicator is on course to be close to the year-end target and will beat the target if the current trial of domestic waste to Sheffield's energy from waste plant continues successfully.
BV84a	Household waste collection (kilograms per head)	Waste and Cleanliness	Hugh Long	Number of kilograms of household waste collected per head	387	470.5	503.2	500.1	464.0		464.0	465.4	452.5	Yes	😊	Figure is an estimate. 3rd. quarter figure is significantly better than control target (482.5). Outturn figure is forecast to show an improvement on the year-end target. Household waste arisings are almost 4,200 tonnes lower than same period last year. This is continuing evidence of the waste minimisation effect of the alternate week collection system.
BV84b	Household waste collection (% change)	Waste and Cleanliness	Hugh Long	Percentage change from the previous financial year in the number of kilograms of household waste collected per head	-3.80%	-4.85%	-4.15%	-3.08%	-4.58%		-4.58%	-1.08%	-3.83%	Yes	😊	Figure is an estimate. 3rd. quarter figure is significantly better than control target (-0.78%). Outturn figure is forecast to show a substantial improvement on the year-end target, due to the greater than forecast success of the alternate week collection scheme.
BV86	Cost of household waste collection	Waste and Cleanliness	Adrian Gabriel	Cost of household waste collection per household	£44.50	£50.72	£50.34	£55.46	£55.39		£55.39	£55.30	£55.30	Yes	😊	Figure is an estimate as an up to date budget forecast is not yet available. 3rd. quarter figure is in line with the control target (£55.38). Current forecast is that the year-end target will be achieved.
BV87	Municipal waste disposal costs	Waste and Cleanliness	Adrian Gabriel	Cost of waste disposal per tonne of municipal waste	£45.10	£43.87	£50.09	£42.33	£45.91		£45.91	£46.04	£47.25	Yes	😊	Figure is an estimate as an up to date budget forecast is not yet available. 3rd. quarter figure is worse than the control target (£44.30). Outturn figure is forecast to be higher than the year-end target as the denominator of the indicator calculation (municipal waste) is lower than forecast.
LPI88	Missed collections	Waste and Cleanliness	Yvette Plimbley	Number of collections missed per 100,000 collections of household waste	N/A	47	36	37			37	47		Yes	😊	

**Performance News and Third Quarter
kpi Summary
2008/2009**

**Environment and Development Services
Exception Report Appendix B**

Contents page

Q 3 results - performance against targets.

PI Group achievement level.....p3

Indicators by theme.....p4 to 5

Performance direction against the previous year..p6

Comparing performance against the All England index
quartile position.....p6 to 7

Audit Commission Inspection by KPMG.....P7

New performance Indicators.....p8 to 11

Equalities.....p11 to 18

Risk management - including CPA.....p18 to 19

Environment & Development Services NI and KPI Performance – 2008/2009

This report sets out the third quarter performance results (1 April 08 to 31 December 08) for Environment and Development Services (EDS). In total, 133 EDS PI's and their component parts are included in the suite of indicators. These PI's have been monitored against agreed targets and they are aligned to the Council's priorities.

The Place Shaping Survey, taken from the National Indicator Set was sent out to c5,200 residents in September 08. This survey is being conducted by MORI; the results are expected in the spring of 2009.

This section shows indicators that have not achieved their set target. (Performance period 1 April 2008 to 31 December 2008)

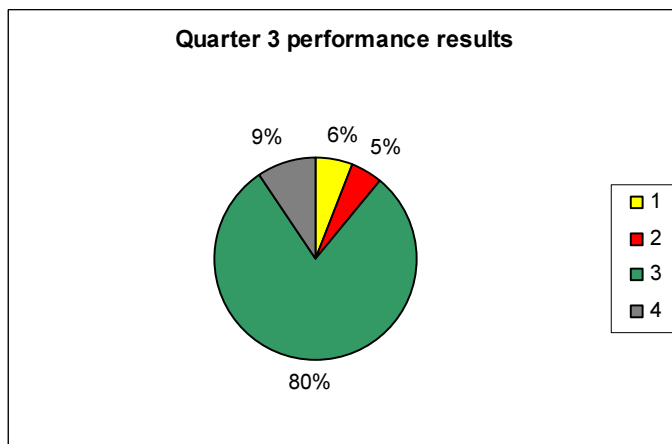
Number of indicators reported 118.

Number of indicators that have achieved their target and in the **green** zone is 94(88.00%).

Number of indicators that are slightly out side their target and in the **amber** zone is 6 (5.40%); indicators in this category are slightly below their target.

Number of indicators that have not achieved their target and in the **red** zone is 7 (6.60%), merits are outlined in this report. To enter this category, the result is 15% or more at variance to the target.

Number of National Indicators in the **grey** zone that have no target and or result against them 11 (7.9%)



The PI's not achieving their target in quarter 3 of 2008/2009 are:-

**Rotherham Achieving
Planning and Transportation**

- **NI 157 (BV 109a)** Major planning applications.

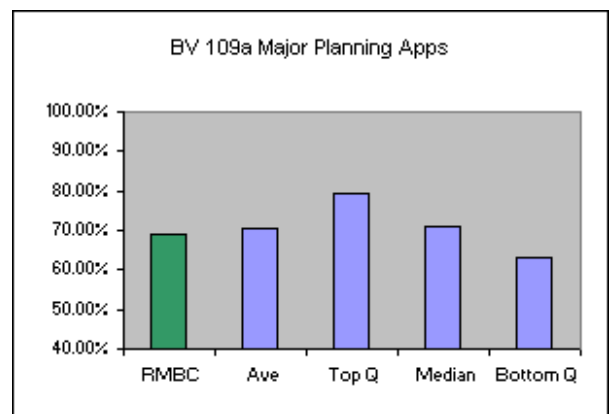
PI Lead Officer – Bronwen Peace

Actual 07/08	Target 08/09	Q.3.	Projected OT	TQ 06/07	Gov Target
69.52%	75.00%	69.00%	75.00%	79.10%	60.00%

Quartile position BV109a - 07/08

Major planning apps

RMBC	69.00%
Ave	70.60%
Top Q	79.10%
Median	70.80%
Bottom Q	63.00%



Direction of travel is positive – action has been taken to ensure that this continues to improve over the final quarter.

- **BV 200b** Plan making milestone which the current LDS sets out

PI Lead Officers Phil Turnidge and Bronwen Peace

Actual 07/08	Target 08/09	Q. 3.	Projected OT	TQ	Gov Target
No	No	No	No	N/A	N/A

LDF Core strategy is to be adopted by 2010. The LDF programme is being updated in light of the new PPS12 and revised LDS to be agreed with GOYH on 19 Nov 08.

**Rotherham Safe
Streetpride**

- **NI 195b** Improving street and environmental cleanliness (detritus)

PI Lead Officer – Andy Shaw

Baseline 07/08	Target 08/09	Q.3.	Projected OT
8.3%	7%.	16.7%	16%

The target is unlikely to be met with existing resources. Example, Street cleansing funding is only 51% of the Audit Commissions National Average. Increase in detritus appears to be partially caused by exceptional flooding in 2007, continued wet weather in the spring and summer of 2008 and the deteriorating condition of the non principal road network. A policy options investment form has been submitted for the provision of additional mechanical road sweepers to the sum of £222,000.

- **NI 195c** Improve street and environmental cleanliness (graffiti)

PI Lead Officer – Andy Shaw

Baseline 07/08	Target 08/09	Q.3.	Projected OT
0.70%	1%	1.9%	1.8%

Performance is still good compared with Metropolitan Authorities' top quartile figure of 3%

- **NI 204** Planning Appeals

PI Lead Officer – Bronwen Peace

Baseline 07/08	Cum	Target 08/09	Q.3.	Projected OT
22.0%	33.30%	26.0%	44.4%	1.8%

From 1 April 08 to 31 Dec 08 there were: 28 Appeals, of which 19 were dismissed and 9 were allowed.

Performance – Direction of travel against the previous year

Generally the direction of travel has declined for:-

	<u>2007/08</u>	<u>2008/09</u>
NI 166 Average earnings of employees in the area	£425.1	£420.00
NI 195b Street and environmental cleanliness detritus	8.3%	15.5%
NI 195c Street and environmental cleanliness graffiti	0.70%	2%
NI 196 Fly tipping	1.V/E	3 Not/E
BV 204 Planning appeals	22.2%	25%
LPI 20 % of floor space classified as good	67%	65%
LPI 12 Damage to roads and pavements	96.4%	95.2%
LPI 20 % gross floor space classified as good	67%	62%
BV 84a Household waste collected per head in kg	470.4	464.0
BV 86 Cost of household waste collection	£50.34	£55.39
BV 87 Cost of waste disposal	£45.10	£45.91

Quartile positions – Q 3 compared with 07/08 All England Index

In the third quarter the following information shows how we compare with the All England Local Authorities PI index. This uses the data and quartile sets for 2007/8, released by the Audit Commission in January 2009.

CPA/LAA Environment Block (PI's – All England)

All England - Top Quartile 22% (68.76)

- BV082aai Tonnage of waste recycled
- BV082bi Household waste % composed.
- BV082bii Household waste tonnage composting
- BV082c Tonnage of household waste used for heat and power.
- BV082cii Tonnage of h/h/waste recovered for heat and power.
- BV084b % change from the previous year in kg collected per head.
- BV087 Municipal waste disposal costs
- BV099 Road accident casualties: KSI all people
- BV099 Road accident casualties KSI children
- BV099c Road accident casualties slight.
- BV100 Temp road closures
- BV109b Minor planning applications (NI 157)
- BV109c Other planning applications (NI 157)
- BV165 Pedestrian crossings equipped for the disabled

- BV178 Footpaths and rights of way easy to use by the public.
- BV 204 Planning appeals
- BV205 Quality of the planning service (Pendleton)
- BV215a Rectification of street lighting faults non DNO
- BV215b Rectification of street lighting faults DNO
- BV218a Abandoned vehicles investigate within 24 hours.
- BV218b Abandoned vehicles removed within 24 hours.
- BV 219b Preserving the character of special conservation – appraisal.

Median Quartile 4% (12.5)

- BV 223 Condition of Principal Roads (NI 168 [LAA](#))
- BV 224a Condition of Non Principal Classified Road (NI 169)
- BV 224b Condition of Unclassified Roads

BV082dii Tonnage of household waste land filled

Average 9.37% (3)

- BV082di % of waste arisings landfilled
- BV084a Kilograms collected per head
- BV109a Major planning applications (NI 157a)

Bottom Quartile 9.37% (3)

- BV106 New homes built on previously developed land
- BV 82ai Household waste recycled
- BV086 Cost of waste collection per household

Audit Commission inspection – carried out by KPMG

The EDS Best Value Performance Indicator BV 165 Pedestrian Crossings with facilities for disabled people has been inspected by KPMG and found to be satisfactory. The inspection was carried out during September 2008. PI Lead officer David Cooper and PI manager Mick Powel.

Performance scores were: Culture Block 3:4
Environment Block 3:4

The New Performance Framework for Local Authorities and Local Authority Partnerships.

Environment and Development Services New Performance Framework (National Indicator Set) Commencing 1 April 2008

Outcome	National Set	Same as BVPI Indicators	Name
Stronger communities	NI 4 % of people who feel they can influence decisions in their locality PSA 21		
Culture and Leisure (C&L)	NI 8 Adult participation in sport	New	Phil Rogers Steve Hallsworth John Finnen
Culture and Leisure (C&L)	NI 9 Use of public libraries	New	Phil Rogers Elenore Fisher Bernard Murphy
Culture and Leisure (C&L)	NI 10 Visits to museums and galleries	New	Phil Rogers Elenore Fisher John Finnen
Culture and Leisure (C&L)	NI 11 Engagements in the Arts	New	Phil Rogers Elenore Fisher John Finnen
	Safe communities		
Asset Management	NI 37 Awareness of civil protection arrangements in the local area	New	Ian Smith Alan Matthews
Planning and Regeneration	NI 47 People killed or seriously injured in road traffic accidents LAA	BV 99 Road accident casualties KSI – all	Ken Wheat Stuart Savage
Planning and Regeneration	NI 48 Children killed or seriously injured in road traffic accidents	BV 99 Road accident casualties KSI - children	Ken Wheat Stuart Savage
	Local economy		
Planning and Regeneration	NI 151 Overall employment rate LAA	LPI 1 Employment gap between Rotherham and national average LPI 2 Economic inactivity rate	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 152 Working age people claiming out of work benefits LAA	New?	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 153 Working age people claiming out of work benefits in the worst performing neighborhoods	New?	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 157 Processing of planning applications as a measure against targets for major, minor and other application types	BV 109 a,b&c Planning applications major, minor and other	Bronwen Peace

Planning and Regeneration	NI 159 Supply of ready to develop housing sites	New – also appears in the Housing and Planning Delivery Grant Paper	Andy Duncan Nick Ward
Planning and Regeneration	NI 163 to 165 Indicators refer to qualification levels	New Learning and Skills Council	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 166 Average earnings of employees in the area	Already exists	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 167 Congestion – average journey time per mile during the morning peak LAA	New	Ken Wheat Ian Ashmore
Streetpride	NI 168 Principal roads where maintenance should be considered LAA	BV 223 % Principal road network where structural maintenance should be considered	Dave Cooper Bob Stock
Streetpride	NI 169 Non-principal roads where maintenance should be considered	BV 224a % None principal road network where structural maintenance should be considered	Dave Cooper Bob Stock
Planning and Regeneration	NI 170 Previously developed land that has been vacant or derelict for more than 5 years	New	Andy Duncan Nick Ward
Planning and Regeneration	NI 171 VAT registration rate LAA	Stock of VAT businesses	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 172 VAT registered businesses in the area showing growth	New	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 173 People falling out of work and on incapacity benefits	New	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 174 Skills gaps in the current workforce reported to employers	Exists	Paul Woodcock Neil Rainsforth Simeon Leach
Planning and Regeneration	NI 175 Access to services and facilities by public transport, walking and cycling	Exists	Ken Wheat Paul Gibson
Planning and Regeneration	NI 176 Working age people with access to employment by public transport (and other specified modes)	Exists	Ken Wheat Paul Gibson SYLTE
Planning and Regeneration	NI 177 Local bus passenger journeys originating in the authority area	Exists	Ken Wheat Paul Gibson SYLTE
Planning and Regeneration	NI 178 Bus services running on time	Exists	Ken Wheat Ian Ashmore SYLTE Richard Baker
Planning and Regeneration	AC 2 Number of new start up businesses LAA		Simeon Leach Dean Hughs
Planning and Regeneration	AC 2 Number of incapacity benefit claimants entering into sustainable employment LAA		Simeon Leach Peter Butters of Phoenix Enterprises

Planning and Regeneration	AC 3 Number of incapacity benefit claimants entering into sustained employment LAA		Simeon Leach Peter Butters of Phoenix Enterprises
	Environmental sustainability		
Asset Management	NI 185 CO ₂ reduction from local authority operations LAA	New	Ian Smith David Rhodes Steve Cope
Asset Management Planning and Regeneration	NI 186 Per capita reduction in CO ₂ emissions in the LA area Paul Mapplethorpe Emma Bridge and Alan Platt LAA	New Business and Public Sector Domestic housing Road Transport	TBA
Planning and Transportation	NI 188 Adapting to climate change	New	TBA
Planning and Regeneration	NI 189 Flood and coastal erosion risk management	New	Phil Turnidge Alan Bamforth
Streetpride	NI 191 Residual household waste per head	New	Adrian Gabriel John Bell
Streetpride	NI 192 Household waste recycled and composted	BV 82 a+ b ii Tonnage of household waste arisings which have been sent by the Authority for composting or treatment by anaerobic digestion	Adrian Gabriel John Bell
Streetpride	NI 193 Municipal wasteland filled	New	Adrian Gabriel John Bell
Asset Management Neighbourhoods and Adult Services	NI 194 Level of air quality – Reduction in NO _x and primary PM ₁₀ through local authority's estate and operations.	New (crosscutting) Local authority estate Local authority vehicles Total emissions	Ian Smith Craig Simpson Mark Ford Paul Mapplethorpe TBA
Streetpride	NI 195 Improved street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	BV 199 (a) litter and detritus (b) graffiti (c) fly-posting	Andy Shaw Dave Roddis
Streetpride	NI 196 Improved street and environmental cleanliness - fly tipping LAA	BV 199 (d) fly-tipping	Andy Shaw Dave Roddis
Culture and Leisure (C&L)	NI 197 Improved local biodiversity – active management of local sites?	New	Phil Rogers Steve Hallsworth Carolyn Barber
Planning and Regeneration	NI 198 Children traveling to school – mode of transport usually used	New –	Ken Wheat Paul Gibson Debora Johnson
Planning and Regeneration	NI 154 Net addition homes provide LAA		Andy Duncan Nick Ward
Culture and Leisure (C&L)	NI 57 Children and young people's participation in high-quality PE and sport LAA	NEW Annual independent survey	Phil Rogers Steve Hallsworth John Finnen

Audit Commission NIS Clarifications and Corrections - 31 July 2008

- NI 47 KSI
- NI 48 CKSI
- NI 185 CO2 reduction from LA operations
- NI 193 Municipal waste landfilled
- NI 194 Level of air quality - reduction in CO2 PM10 ect
- NI 197 Improved local bio diversity

www.audit-commission.gov.uk/performance/ni-clarifications.asp

Projects Equalities Q3

Equalities Monitoring

Equality monitoring is required by the Race Relations Act and covers employment, policy and service delivery. The Act requires Local Authorities to monitor and publish data by ethnic groups.

EDS has established the following Equalities reporting schedule:-

Streetpride Connect Customer Satisfaction - 31.08.08 to 01.11.08

Ethnicity Analysis	How did you make your report?
	<ul style="list-style-type: none"> • Out of a base sample of 299 there were 35 responses from individuals who declared themselves to be from a BME category. 32 of the BME respondent's made their report via SC, 1 visited the Council direct and 2 responses were declared as "other".
	How easy was it to contact us?
	<ul style="list-style-type: none"> • Of the 35 responses, 31 said they found it "very easy" or "easy" to contact SC and 3 found it "fairly difficult" or "very difficult" to contact SC.
	Overall, how would you rate your satisfaction?
	<ul style="list-style-type: none"> • Of the 35 BME respondent's, 24 (69%) rated their satisfaction as "very good" or "good", 11 respondent's (31%) rated their satisfaction as "poor" or "very poor".

Disability Analysis	How did you make your report?
	<ul style="list-style-type: none"> Out of a base sample of 299, 93 respondent's declared themselves as having a disability. Out of 93, 86 (92%) made their report to Streetpride via SC, 2 visited the Council direct and 2 contacted a Councillor.
	How easy was it to contact us?
	<ul style="list-style-type: none"> 87 out of 93 callers said they found it "Very Easy" or "Easy" to contact SC. 5 respondent's (5%) found it "fairly difficult" or "very difficult" to contact Streetpride.
	Overall how would you rate your satisfaction?
	<ul style="list-style-type: none"> out of 93 disabled respondent's, 71 (77%) rated their satisfaction as "very good" or "good". 19 respondent's (21%) rated their satisfaction as "poor" or "very Poor".

Gender Analysis	How did you make your report?
	<ul style="list-style-type: none"> Out of a base sample of 299 there were 24 no replies, 103 male and 172 female responses. Of the 103 male responses 95 (92%) made their report via SC, 2 visited the Council direct, 2 made their report via the website. Of the 172 female respondent's 162 (94%) made their report via SC, 4 visited the Council direct and 1 made their report via the website.
	How easy was it to contact us?
	<ul style="list-style-type: none"> 98% of male respondents said they found it "Very Easy" or "Easy" to contact SC. 97% of female respondent's said they found it "Very Easy" or "Easy" to contact SC. 3% (3) of male respondent's said they found it "Fairly Difficult" or "Very Difficult" to contact SC. 2% (4) of female respondent's said they found it "Fairly Difficult" or "Very Difficult" to contact SC.

	<p>Overall how would you rate your satisfaction?</p> <ul style="list-style-type: none"> • 79%, (81) of male respondent's rated their overall satisfaction as "Very Good" or "Good" • 82% (141) of female respondent's rated their overall satisfaction as "Very Good" or "Good" • 19% (19) of all male respondent's rated their overall satisfaction as "Poor" or "Very Poor". • 17% (30) of female respondent's rated their satisfaction as "Poor" or "Very Poor".
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Age Analysis.

Out of a base sample of 299 there were 254 responses where age details were disclosed. and 45 no replies.

What is your age group?

No reply	Under 25	25 - 34	35 - 44	45 - 54	55 - 64	65 or over
45	3	11	34	38	64	104

- Age Group under 25 = 3 responses
- Age group 25-34 = 11 responses
- Age Group 35-44 = 34 responses
- Age Group 45-54 = 38 responses
- Age Group 55-64 = 64 responses
- Age Group 65 + = 104 responses

Age	<p>How did you make your report?</p> <ul style="list-style-type: none"> • Across all age groups the most popular way of contacting Streetpride was through SC.
	<p>How easy was it to contact us?</p> <ul style="list-style-type: none"> • Age group 25 – 34, 100% (11) said they found it "Very

	<p>Easy” or “Easy” to contact SC.</p> <ul style="list-style-type: none"> • Age Group 35 – 44, 100% (34) respondent’s said they found it “very easy” or “easy” to contact SC, 3 respondent’s (3%) said they found it “fairly difficult”. • Age Group 45 – 54, 95% (36) said they found it “Very Easy” or “Easy” to contact SC – 2% (1) said they found it “Fairly Difficult”. • Age group 55 – 64, 97% (62) respondent’s found it “very easy” or “easy” to contact SC, 1% (1) said they found it “fairly difficult” to contact SC. • Age group 65 +, 96% (100) respondent’s said they found it “very easy” or “easy” to contact SC, 3% (3) said the found it “fairly difficult”. • Under 25’s, 100% (3) said they found it “very easy” to contact SC, <p style="background-color: #e0e0ff; padding: 2px;">Overall how would you rate your satisfaction?</p> <ul style="list-style-type: none"> • 25 – 34, 82%(9) respondent’s rated their overall satisfaction as “Very Good” or “Good” – 18% (2) rated it “poor”. • 35 – 44, 83% (28) respondent’s rated their satisfaction as “Very Good” or “Good”, 18% (6) rated their overall satisfaction as “poor” or “very poor”. • 45 – 54, 87% (33) rated their overall satisfaction as “Very Good” or “Good” – 14% (5) rated it “Poor” or “Very Poor”. • 55 – 64, 80% (51) rated their satisfaction as “Very Good” or “Good” - 19% (12) rated it “Poor” or “Very Poor”. • 65 and over, 81% (84) rated their satisfaction as “Very Good” or “Good” – 18% (18) rated their satisfaction as very “Poor” or “Very Poor”.
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Building Control: 1.10.08 to 31.12.08
Base: 50

Applicant/House Owner.	43 (86%)
Agent/Architect	
Builder /Developer.	7 (14%)

In what capacity do you use the building control service?

Ethnicity	3 people declared themselves to be from a BME group and were all applicant/house owners.
Disability	6 people declared themselves as having a disability and were all applicant/house owners.
Gender	Out of base sample of 50, there were: 3 no reply's, 28 male respondents and 19 female.
Age	25-34 = 7 (applicant/house owner), 35-44 = 16 (all applicant/house owner) 45-54 = 8 (all applicant/house owner)k, 55-64 = 10 (Applicant/House Owner

How satisfied were you with the overall quality of service?

Ethnicity	3 people declared themselves to be from a BME category and all were "very satisfied" or "satisfied" with the overall quality of service.
Disability	6 people declared themselves to be disabled and were all "very satisfied " with the service.
Gender	Out of 50 respondents' there were 3 no replies, 28 male and 19 female returns. Out of the 28 male, 27 were "very satisfied" or "satisfied" with the overall quality of service. All 19 female respondent's rated their satisfaction as "very satisfied" or "satisfied".
Age	<p>Age group 65 and over = 7 respondent's, 1 no reply. All 6 were "very satisfied" or satisfied" with the service.</p> <p>Age group 55 – 64 = 10 respondents, all were "very satisfied" or "satisfied" with the service.</p> <p>Age group 45 – 54 = 8 respondents, 1 no reply. All were "very satisfied" or "satisfied" with the service.</p> <p>Age group 35 – 44= 16 respondent's, 1 no reply. All were "very satisfied" or "satisfied" with the service.</p> <p>Age group 25 – 34 = 7 respondent's, all were "very satisfied" or "satisfied" with the service.</p>

Development Control: 1.10.08 to 31.12.08 Base: 43

In what capacity do you use the building control service?

Agent on behalf of another property.	29 (67%): 21 White British, 3 BME, 8 no reply, 2 decline to answer.
Private individual	9 (21%): 6 White British, 2 BME, 1 no reply.
I am part of a business	1 (2%): 1 White British
I am acting on behalf of my employer	4 (9%): 2 White British, 1 no reply, 1 decline to answer.

How did you contact us?

There are 5 categories available to contact the Planning Service.

1. Telephone.
2. Visit to our office.
3. Letter or email.
4. Through planning portal
5. Any other method.

Ethnicity	BME respondent's, 2 made contact via telephone, 2 made a personal visit, 1 letter/email, 1 through planning portal. Total BME respondent's = 6
Disability	There were no disabled respondent's.
Gender	Out of base sample of 43, there were 3 no replies, 25 male respondent's and 10 female. Majority of male respondent's contacted the planning service via telephone (14) with 7 visiting the office, 8 by letter/email, 8 through planning portal. Of the female respondent's 3 made contact via telephone: 2 visited the office: 5 letter/email: 2 made contact through the planning portal.
Age	Most of the respondent's were from the age group 45-54 (12): 25-34 (7): 35-44 (5): 55-64 (5). Nearly all the age groups contacted the planning service equally via telephone, visiting the office and via the planning portal.

How would you rate the service provided in the process of your application?

Ethnicity	There were 30 responses from White British: 8 no replies: 3 BME: 2 don't know. All 3 BME respondent's rated the service provided as "very good".
Disability	There were no disabled respondent's.
Gender	25 male respondent's: 10 female respondent's: 8 no replies.

	Of the male respondent's 20 rated their satisfaction as "very good" or "good": 4 rated their satisfaction as "poor" or "very poor". Of the female respondent's all rated their satisfaction as "very good" or "good".
Age	There were 6 age categories: under 25, 25-34, 35-44, 45-54, 55-64, and over 65. Age group 45-54 had 12 responses, 25-34 had 7 responses and both age groups 35-44 and 55-64 had 5 responses each. All the respondent's in all these categories rated the planning service as "very good" or "good"

Was the application approved or refused?

Base: 43

Approved	39 (91%)
Refused	3 (7%)
Not applicable	1 (2%)

Disaggregated data

Ethnicity	3 applications submitted, 3 approved. White British, 30 applications submitted 29 approved, 1 refused.
Disability	No applications received from anyone declaring themselves to have a disability.
Gender	25 male applicant's, 24 approved, 1 refused. 10 female applicants, 10 approved.
Age	All applications relating to all different age categories were all approved. 1 applicant in age category 25-34 refused.

Building Control: 1.07.08 to 30.09.08

Base: 44

Applicant/House Owner.	41 (93%)
Agent/Architect	1 (2%)
Builder /Developer.	3 (7%)

In what capacity do you use the building control service?

How satisfied were you with the overall quality of service?

Risk Management

Ris-Gen is the Councils corporate risk register and is also used to record service risks.

Risk managers are responsible for reviewing and updating their risks but the risk champions (Richard Garrad and Alan Platt) are responsible system changes.

The following service risk registers have now been refreshed:

- Business Support
- Planning and Transportation
- Culture and Leisure
- EDS's responsibility for the corporate risks.
- Streetpride
- Asset Management

Catalogue of red risks:

- 005/00c recruitment of staff to specialised roles - Phil Rogers
- 013/02b risk of prosecution by the HSE following fatality 4 May 07
- 010/02 waste PFI contract Adrian Gabriel
- 002/05a Local Development Framework (LDF) - Phil Turnidge
- 005/04a YES project
- 011/00b Building Control fee income - Keith Hirst
- 008/00c speed of planning applications - Bronwen Peace
- 009/00b manage and monitor the local transport plan - Ken wheat
- 010/00b ICT strategy – computer refresh programme - Diane Douglas
- 001/04d Town centre delivery - Paul Woodcock
- Economic stability - Paul Woodcock
- 005/00b fill vacant town centre properties - Paul Woodcock
- 006/00a external funding Paul - Woodcock
- 008/00b flood alleviation scheme - Paul Woodcock
- 009/00a interchange redevelopment - Paul Woodcock
- 011/00a high street public realm - Paul Woodcock
- 016/02b waste – failure to acquire markets for recyclables – Adrian Gabriel
- 020/00a Centenary Way construction – David Cooper
- 020/100a interim waste disposal contract – Adrian Gabriel
- 004/02f major projects – Worksmart
- 032/00b Passenger Transport Tender - Ian Smith and Jim Mackenzie

Alan Platt Performance and KPI Q3 Report 2008-2009
22 January 2009