

CABINET MEMBER FOR STREETPRIDE

Venue: Training Room,
3rd Floor Bailey House,
Rawmarsh Road,
Rotherham. S60 1TD

Date: Monday, 16th February, 2009

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested, in accordance with the Local Government Act 1972 (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. Minutes of previous meetings of the Cabinet Member for Streetpride held as follows:-
 - 10th November, 2008
 - 24th November, 2008
 - 8th December, 2008
 - 22nd December, 2008
 - 5th January, 2009

(for signature by the Cabinet Member – see Orange Book – Schedule of Delegated Decisions - 7th November, 2008 to 16th January, 2009)
4. Petition - lack of gritting at Swinburne Place. (report attached) (Page 1)
5. Third Party Highway Claims (Pages 2 - 7)
Bob Stock, Streetpride Principal Network Engineer, to report
- recent trends concerning highway claims
6. Streetpride Response Times (Pages 8 - 16)
Jon Surrige, Quality Manager, to report
- Streetpride's Quarter 3 performance

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER |
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1. MEETING:- CABINET MEMBER FOR STREETPRIDE – DELEGATED POWERS

2. MEETING DATE:- 16TH FEBRUARY, 2009

3. PETITION

I wish to report receipt of the following petition:-

- From residents of Swinburne Place complaining about the lack of gritting.

A copy of the petition will be available at the meeting.

4. RECOMMENDATION

- (i) That the receipt of the petition be noted.
- (ii) That the petition be referred to the Network Manager for investigation and a report to a future meeting.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

| | | |
|-----------|------------------------|---|
| 1. | Meeting: | STREETPRIDE SERVICE |
| 2. | Date: | 16 February 2009 |
| 3. | Title: | THIRD PARTY HIGHWAY CLAIMS - ALL WARDS |
| 4. | Programme Area: | ENVIRONMENT AND DEVELOPMENT SERVICES |

5. Summary

The report informs Cabinet Member of the latest information from the routine analysis of claims made against the Council as Highway Authority.

6. Recommendations

That the report on recent trends in third party highway claims be noted.

7. Proposals and Details

The investigation into the number of claims, alleged causes of claims, success rates and settlement costs have been undertaken annually since 1995. The information is used to give an indication where the concerns of the public are likely to be centred and this has been compared with data from earlier consultation surveys.

Analysis of the data can also identify patterns of perceived failure of the highway maintenance service. These can be used to amend elements of the provision of maintenance from the nature of inspections undertaken to the balance of funding between different elements of the service.

Streetpride receive feedback on all highway claims that are settled. The reasons for settlement by our claims handlers are used to brief highway inspection staff.

The findings from the annual analysis are on occasion reported to Cabinet Member for information. Changes within trends for third party claims tend to be gradual over time and the last report to Cabinet Member was presented in April 2004.

A number of charts illustrating recent trends are attached as an appendix to the report. Please note that the claims are reported against the incident year and the numbers of claims shown for 2008 will be lower than the final figures as claims will continue to be received over the early months of 2009 which relate to incidents occurring last year.

The number of highway claims made against the Council has fallen substantially since the peak in 2001 when the activities of companies such as Claims Direct and the Accident Group were inflating the figure. Whilst there are differences in claim numbers year on year the annual figures are now back around the 150 a year level, 40% below the peak.

In looking at the claims split by incident type, discounting the partial 2008 figures, it is interesting to note the trends between claims representing pedestrian slips and trips and those for vehicular damage. This is particularly marked between 2005 and 2007. In this period, whilst the number of pedestrian claims remained constant, the number of claims for vehicle damage approximately doubled. It would appear that these figures reflect the effect on the network arising from the large reductions in carriageway Capital Maintenance within LTP allocations in 2004/5 & 2005/6.

The best indicator for illustrating whether the highway maintenance service is continuously improving or maintaining good performance in relation to the Council's claims record is the repudiation rate. This represents the number of claims closed with no payment made to the claimant, nor legal costs incurred by the Council. The overall repudiation rate has now been reasonably steady over a few years at about 82%. This is comfortably within the upper quartile for authorities based on data from the APSE Performance Network reports and illustrates very good performance.

In the two charts illustrating repudiation rates for both vehicular and pedestrian claims it should be noted that the figures for 2006 & 2007 represent a "worst case" scenario as all outstanding claims have been included as unsuccessfully defended and this is unlikely to be the case. These illustrate that vehicular claims are more successfully defended with a repudiation rate around 87%. This may be because a large percentage of pedestrian claims involve solicitors and that the "no win, no fee" arrangements that are commonly available act to filter out weaker claims.

The final chart illustrates the trend in settlement costs for pedestrian claims. This shows an upward trend well in excess of inflation over the period between 1993 and 2006 with an average annual increase of 7%. With an average settlement figure for such claims in excess of £8,000 per claim this does highlight the financial importance to the Council in maintaining good performance in this area.

8. Finance

Maintenance of downward pressure on the number of third party highway claims successfully pursued against the Council reduces the drain on the Council's Insurance Fund and influences the cost of premiums.

9. Risks and Uncertainties

As the funding available for routine maintenance has reduced in real terms over many years the pressure on Streetpride has increased in maintaining an effective system for safety inspections and maintenance in order to continue to demonstrate to the courts that we are fulfilling our legal duties as highway authority and allowing us to claim a statutory defence under section 58 of the Highways Act 1980.

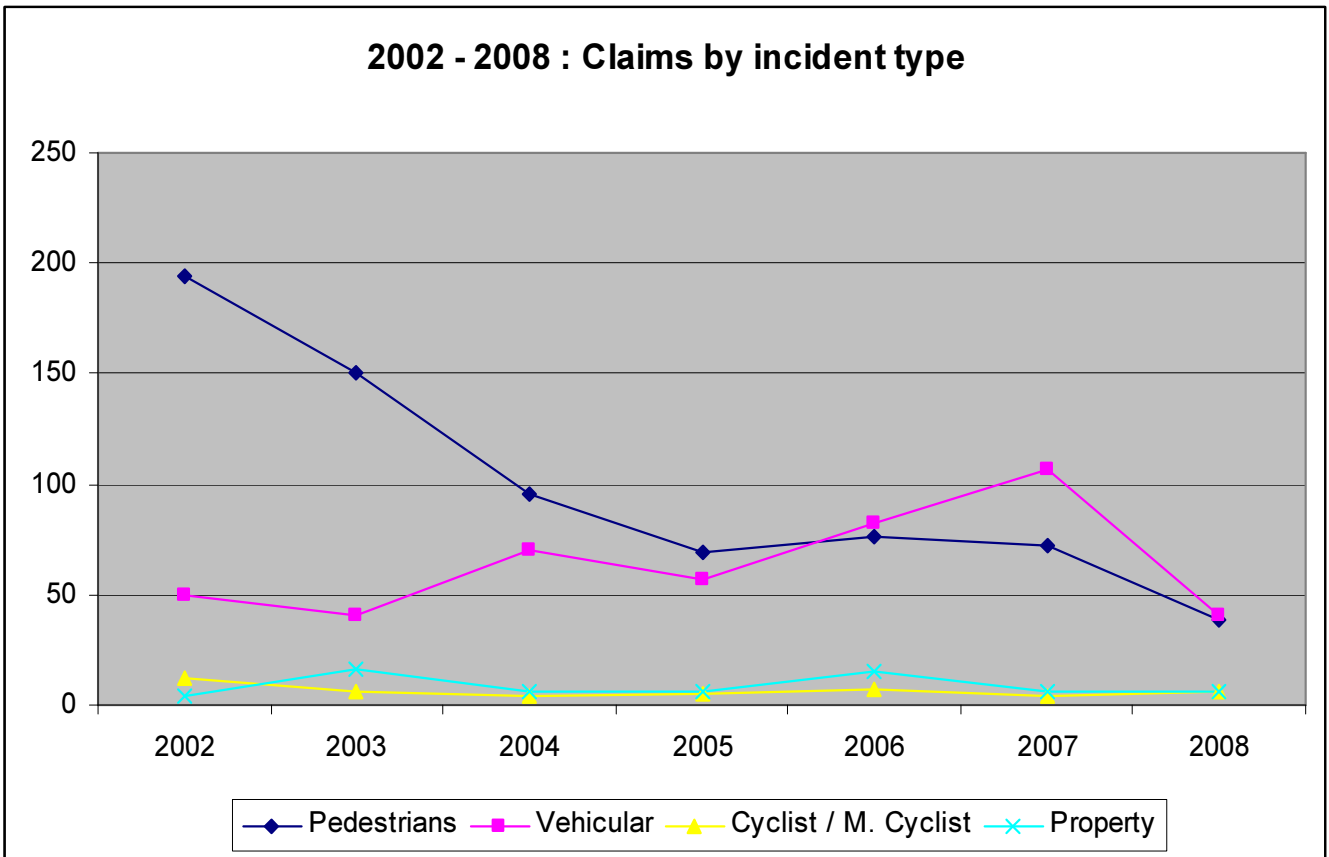
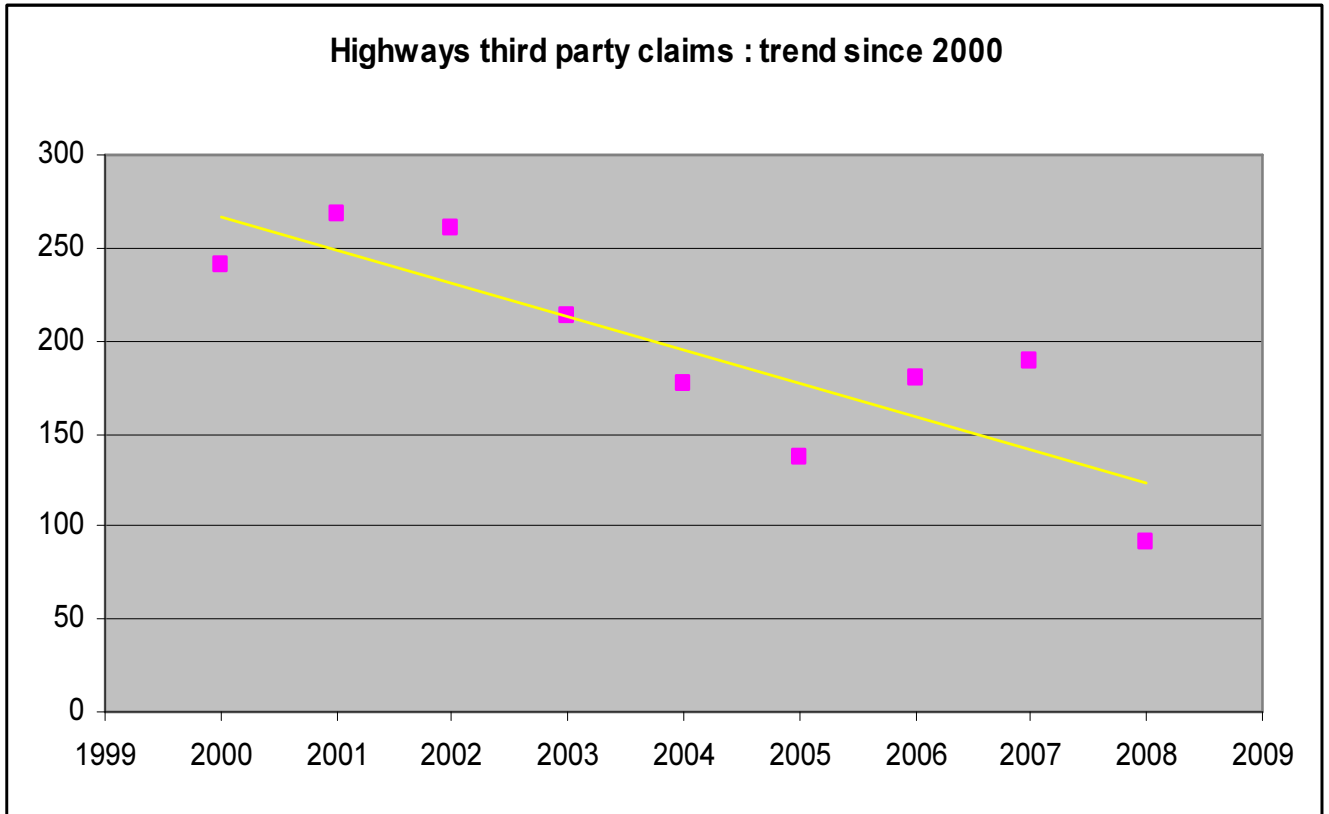
10. Policy and Performance Agenda Implications

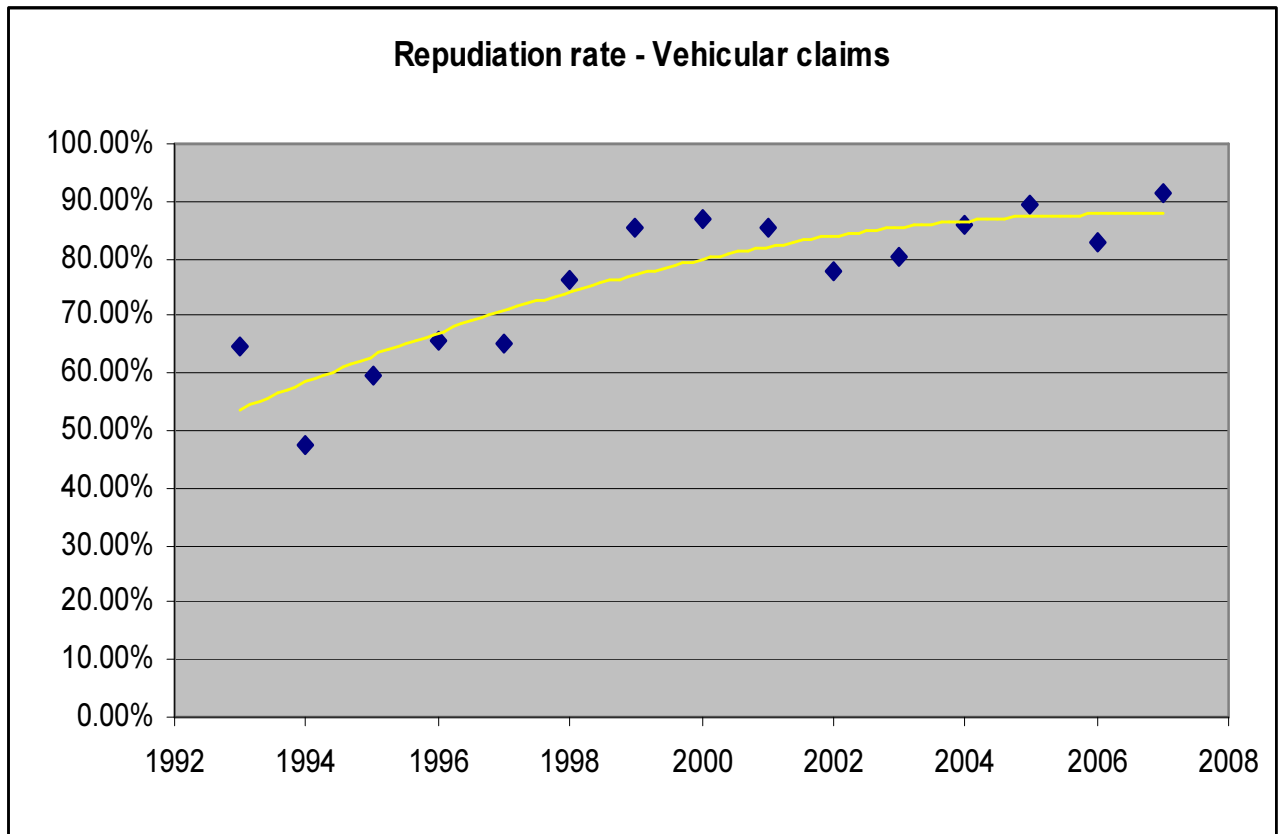
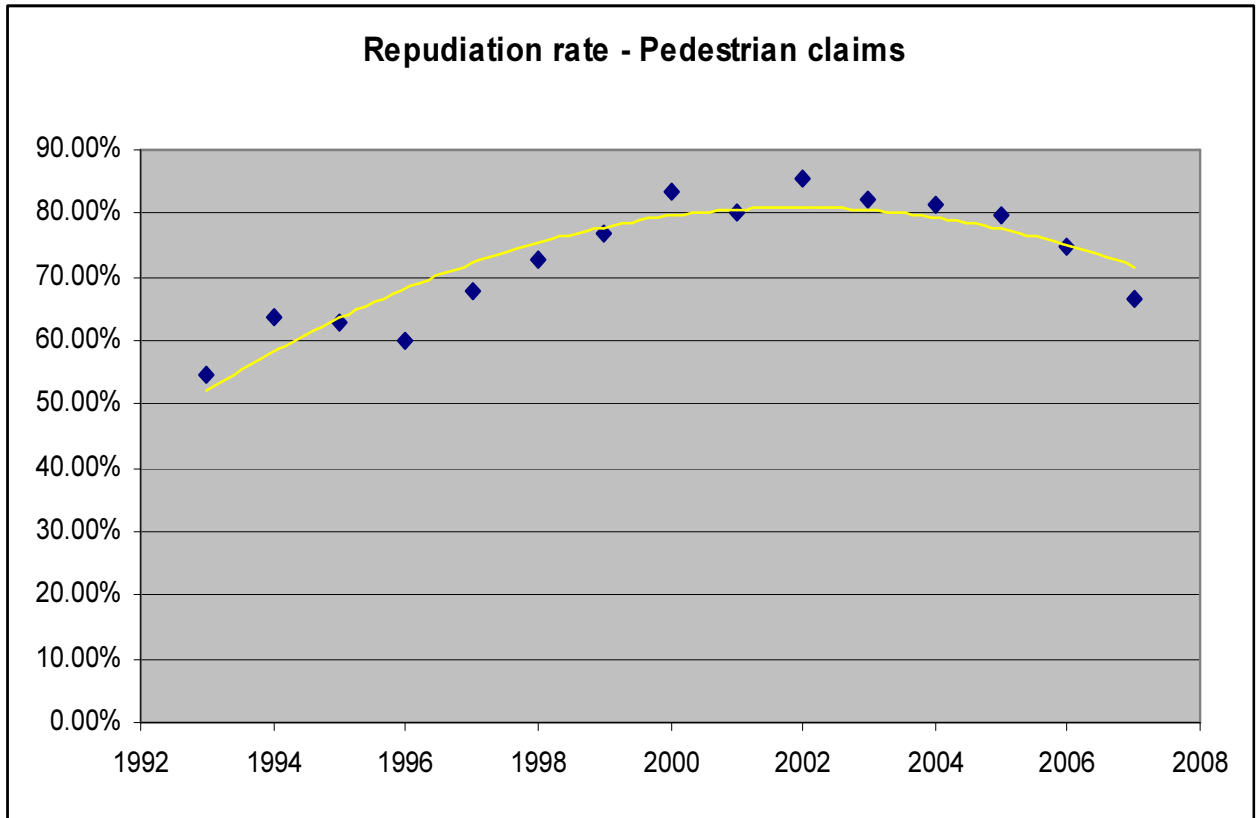
Rotherham safe - The whole thrust of claims monitoring is to tailor the inspection procedures and follow up maintenance towards providing the safest possible highway environment for users.

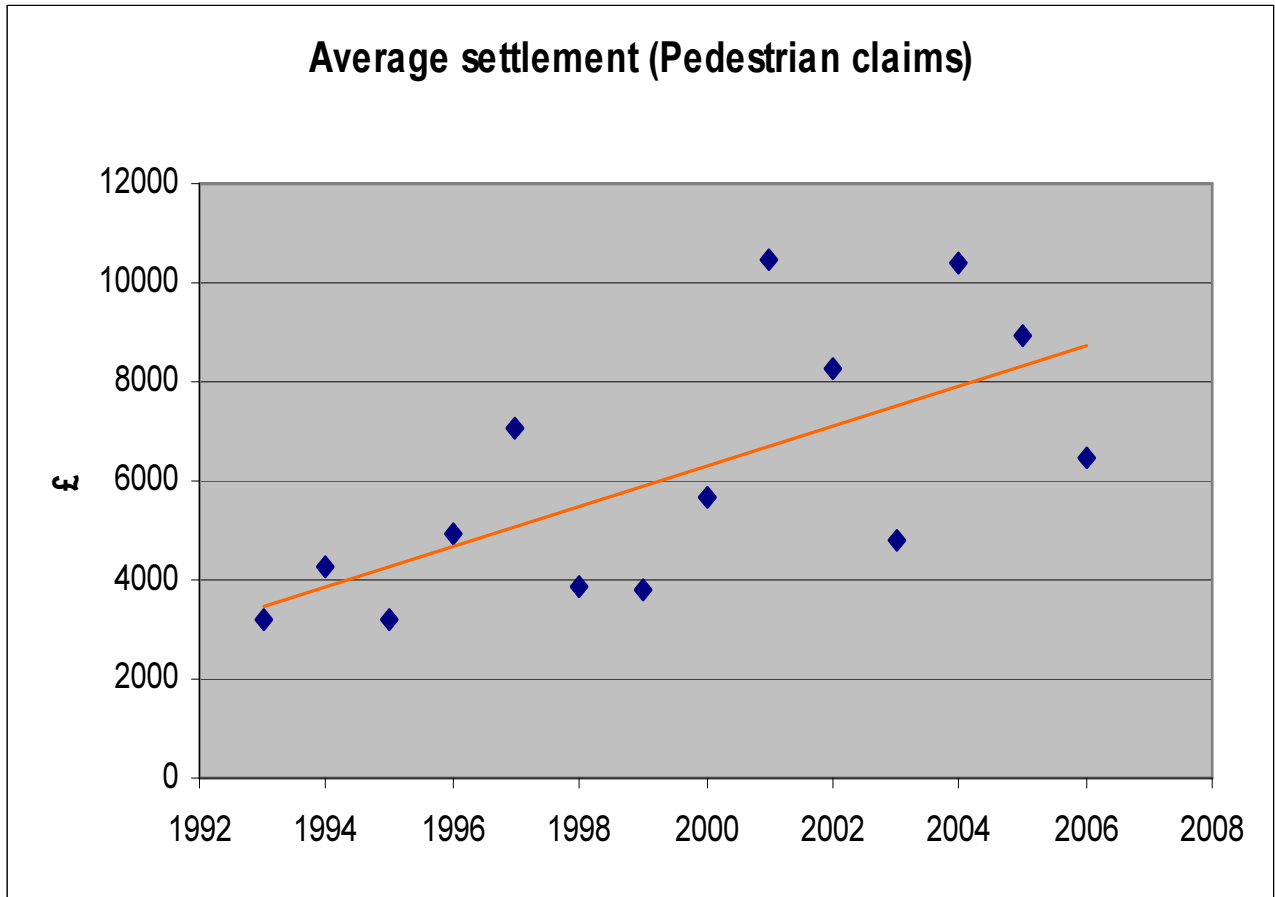
11. Background Papers and Consultation

Not applicable

12. Contact Name : *Robert Stock, Network Principal Engineer, Streetpride, telephone ext. 2928, e-mail address bob.stock@rotherham.gov.uk,*







ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

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|-----------|----------------------|--|
| 1. | Meeting:- | Cabinet Member - Delegated Powers Meeting |
| 2. | Date:- | 16 February 2009 |
| 3. | Title:- | Streetpride Response Times |
| 4. | Directorate:- | Environment and Development Services |

5. Summary

Streetpride's overall performance in dealing with requests for service averaged 97.7% in the third quarter of 2008/9. This was a slight decrease in performance when compared with the previous quarter.

6. Recommendation:

That Streetpride's performance in the third quarter of 2008/9 be noted.

7. Proposals and Details

Streetpride's performance during the third quarter of the financial year 2008/9 is illustrated in Appendix 2. During this period, Streetpride dealt with 97.7 % of requests for service within the agreed response times. This represents a 0.5% decrease in overall performance compared with the previous quarter's out-turn of 98.2% (see Appendix 1).

8. Finance

Costs incurred in delivering current target response times are covered by the Streetpride Revenue Budget for 2008/9.

9. Risks and Uncertainties

Streetpride's overall efficiency in meeting target response times can be adversely affected by factors beyond Streetpride's control (such as flooding or industrial action) and continues to be dependant on the Service receiving adequate levels of funding.

10. Policy and Performance Agenda Implications

Streetpride's rapid response in dealing with environmental issues makes an important contribution to three of the Council's corporate priorities: 'Rotherham Safe', 'Rotherham Proud' and Sustainable Development. This is achieved through Streetpride's rapid and efficient response to local environmental issues including the timely clearance of litter, disposal of abandoned cars, dealing with fly tipping, and removal of graffiti and dog fouling.

11. Background Papers and Consultation

Appendix 1 - Streetpride response times for the period July to September 2008

Appendix 2 - Streetpride response times for the period October to December 2008

Both Appendices have been produced jointly with Neighbourhood Services

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

| STREETPRIDE RESPONSE TIMES | | | | Number of requests | % meeting target response time | Number of requests | % meeting target response time | Number of requests | % meeting target response time | % meeting target response times | % meeting target response times | |
|------------------------------|------|--|---|--------------------|--------------------------------|--------------------|--------------------------------|--------------------|--------------------------------|---------------------------------|---------------------------------|---|
| Resp | | Request for Action | Target Response 2007/08 | Jul-08 | | Aug-08 | | Sep-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
| Andy Roddis | 1(a) | Make safe dangerous overhanging trees/vegetation on highway land. | If necessary, the danger will be signed and guarded within 4 hrs. | 3 | 100.0% | 3 | 100.0% | 6 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| | 1(b) | | Cutting back will be carried out within 5 days. | 22 | 100.0% | 1 | 100.0% | 1 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Andy Roddis | 2(a) | Make safe dangerous overhanging trees/vegetation on private land. | If necessary, the danger will be signed and guarded within 4 hrs. | 2 | 100.0% | 0 | 100.0% | 1 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| | 2(b) | | Cutting back by landowner - within 14 days (after written notice from Streetpride) | 11 | 100.0% | 2 | 100.0% | 3 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Andy Rowley / Janet Walklate | 3 | Provision of estimate for Vehicular Access Crossing (excluding factors outside Streetpride's control) | 10 working days (after receipt of written request). | 20 | 100.0% | 10 | 100.0% | 7 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Allan Lewis | 4 | Street light out. | 3 working days (for a non supply fault). | 240 | 98.0% | 292 | 94.0% | 442 | 91.0% | 92.0% | 94.3% | Good overall performance. Over the quarter the average time to rectify street lighting faults was 2.54 days which is well within the 3 day target |
| Mick Powell | 5(a) | Faulty traffic lights. | All lights out - 1 hr | 13 | 100.0% | 10 | 100.0% | 14 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| | 5(b) | | Single bulb failure 24 hrs | 14 | 100.0% | 12 | 100.0% | 31 | 93.5% | 98.9% | 97.8% | Good overall, but performance dropped in September due to two lamp failures involving 6m high traffic light poles requiring the use of a specialist hoist - causing the 24 hour target to be slightly exceeded in these two instances |
| Andy Roddis | 6 | Dangerous defect in carriageway. | 4 hrs after being reported by the public | 26 | 100.0% | 30 | 100.0% | 31 | 96.8% | 98.0% | 98.9% | Good - target fully met in July and August |

| Resp | | Request for Action | Target Response 2007/08 | Jul-08 | | Aug-08 | | Sep-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
|--------------|-------|---|--|--------|--------|--------|--------|--------|--------|---------------------------|----------------------|--|
| Andy Roddis | 7 | Dangerous defect on footpath. | 4 hrs after being reported by the public | 13 | 100.0% | 10 | 100.0% | 20 | 95.0% | 97.5% | 98.3% | Good - target fully met in July and August |
| Pete Hyde | 8 | Removal of fly tipping | 1 working day | 185 | 93.0% | 203 | 91.6% | 235 | 89.4% | 91.7% | 91.2% | Performance dropped slightly in December due to an increase in the number of incidents but overall performance during the quarter was good with an average response time of 0.56 days compared with the 1 day target |
| Pete Hyde | 9 | Removal of dog mess | 1 working day | 29 | 93.1% | 21 | 95.2% | 55 | 98.2% | 94.6% | 96.2% | Good overall performance. |
| Steve Finley | 10(a) | Removal of abandoned car. | Burnt out - within 24 hrs | 1 | 100.0% | 1 | 100.0% | 0 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| | 10(b) | | Wreck or dangerous - within 24 hrs | 3 | 100.0% | 2 | 100.0% | 1 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| | 10(c) | | Runner - 15 working days | 2 | 100.0% | 0 | 100.0% | 3 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Andy Roddis | 11 | Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus. | 4 hrs to make safe and inform the owner. Owner to carry out repairs. | 23 | 100.0% | 31 | 100.0% | 19 | 100.0% | 99.5% | 100.0% | Excellent - Target fully met throughout the quarter |
| Pete Hyde | 12 | Clear up spillage on carriageway. | 4 hrs | 8 | 100.0% | 9 | 100.0% | 4 | 100.0% | 94.5% | 100.0% | Excellent - Target fully met throughout the quarter |
| Pete Hyde | 13 | Empty overflowing litter bin/dog bin | 4 hrs | 5 | 100.0% | 3 | 100.0% | 7 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Graham Kaye | 14(a) | Clear blocked gully causing severe ponding. | 4 hrs to sign and guard | 3 | 100.0% | 12 | 100.0% | 18 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| | 14(b) | | blockage relieved within 1 working day. | 18 | 100.0% | 19 | 100.0% | 25 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Bob Morrison | 15 | Empty missed wheelie bin (if reported within 24 hrs of being missed), | Same day (if reported before 1pm) Within 1 working day (if reported after 1.00 p.m.) | 128 | 100.0% | 104 | 100.0% | 143 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Bob Morrison | 16 | Remove bulky item (after receipt of payment). | 9 working days | 350 | 87.1% | 329 | 92.7% | 354 | 94.9% | 92.4% | 91.6% | Performance dipped in July, but good overall performance. |
| Pete Hyde | 17 | Remove racist or offensive graffiti (subject to agreement with the landowner) | 1 working day . | 23 | 91.3% | 7 | 100.0% | 19 | 100.0% | 97.1% | 95.9% | Performance dipped in July (due to a spike in demand), but good overall performance with the target fully met in August and September. |
| Pete Hyde | 17a | Remove 'other' graffiti (subject agreement with the landowner) - i.e. graffiti which is not racist or offensive | 4 working days | 35 | 97.1% | 33 | 100.0% | 36 | 94.5% | 96.5% | 97.1% | Good overall performance during the quarter, with the target fully met in August |
| Lewis Coates | 18 | Request for an enforcement visit | 4 working days. | 154 | 94.8% | 114 | 97.4% | 167 | 98.2% | 97.1% | 96.8% | Good overall performance during the quarter |
| Lewis Coates | 19 | Clear up drug litter | 2 hours | 35 | 88.6% | 23 | 95.7% | 37 | 94.6% | 94.6% | 92.6% | Performance dropped in July due to operational problems, but reasonably good overall performance during the quarter |

| Resp | | Request for Action | Target Response 2007/08 | Jul-08 | | Aug-08 | | Sep-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
|------------------------|-----|--|---|--------|--------|--------|--------|--------|--------|---------------------------|----------------------|---|
| Lewis Coates | 20 | Report of a stray dog | 1 working day | 185 | 100.0% | 153 | 100.0% | 165 | 100.0% | 99.8% | 100.0% | Excellent - Target fully met throughout the quarter |
| Steve Finley | 21a | Investigate report of un-taxed vehicle and report to DVLA | 24 hours | 110 | 97.3% | 96 | 97.0% | 122 | 100.0% | 98.8% | 98.1% | Good overall performance with the target fully met in September |
| Steve Finley | 21b | Remove un-taxed vehicle if authorised to do so by the DVLA | 24 hours (after authorisation from DVLA) | 39 | 100.0% | 14 | 100.0% | 28 | 100.0% | 100.0% | 100.0% | Excellent - Target fully met throughout the quarter |
| Pete Hyde | 22 | Remove litter following a report and return street to high standard of cleanliness | 7 working days | 87 | 97.7% | 74 | 97.3% | 91 | 93.4% | 95.0% | 96.1% | Good overall performance during the quarter |
| Overall Average | | | | | | | | | | 97.9% | 98.2% | |

| STREETPRIDE RESPONSE TIMES | | | | Number of requests | % meeting target response time | Number of requests | % meeting target response time | Number of requests | % meeting target response time | % meeting target response times | % meeting target response times | |
|------------------------------|------|--|---|--------------------|--------------------------------|--------------------|--------------------------------|--------------------|--------------------------------|---------------------------------|---------------------------------|--|
| Resp | | Request for Action | Target Response 2008/09 | Oct-08 | | Nov-08 | | Dec-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
| Andy Roddis | 1(a) | Make safe dangerous overhanging trees/vegetation on highway land. | If necessary, the danger will be signed and guarded within 4 hrs. | 5 | 100.0% | 2 | 100.0% | 2 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| | 1(b) | | Cutting back will be carried out within 5 days. | 2 | 100.0% | 0 | 100.0% | 0 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| Andy Roddis | 2(a) | Make safe dangerous overhanging trees/vegetation on private land. | If necessary, the danger will signed and guarded within 4 hrs. | 1 | 100.0% | 1 | 100.0% | 1 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| | 2(b) | | Cutting back by landowner - within 14 days (after written notice from Streetpride) | 0 | 100.0% | 0 | 100.0% | 0 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| Andy Rowley / Janet Walklate | 3 | Provision of estimate for Vehicular Access Crossing (excluding factors outside Streetpride's control) | 10 working days (after receipt of written request). | 15 | 100.0% | 11 | 100.0% | 9 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| Allan Lewis | 4 | Street light out. | 3 working days (for a non supply fault). | 499 | 90.0% | 459 | 88.0% | 285 | 94.0% | 91.6% | 90.7% | Reasonably good overall performance. During the quarter the average time to rectify street lighting faults was 2.7 days which is within the 3.0 day target |
| Mick Powell | 5(a) | Faulty traffic lights. | All lights out - 1 hr | 11 | 100.0% | 13 | 100.0% | 13 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| | 5(b) | | Single bulb failure 24 hrs | 28 | 96.0% | 31 | 96.7% | 26 | 96.0% | 98.0% | 96.2% | Good overall performance |

| Resp | | Request for Action | Target Response 2008/09 | Oct-08 | | Nov-08 | | Dec-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
|--------------|-------|---|---|--------|--------|--------|--------|--------|--------|---------------------------|----------------------|--|
| Andy Roddis | 6 | Dangerous defect in carriageway. | 4 hrs after being reported by the public | 13 | 100.0% | 18 | 94.0% | 28 | 96.4% | 97.6% | 96.8% | Good overall performance with the target fully met in October |
| Andy Roddis | 7 | Dangerous defect on footpath. | 4 hrs after being reported by the public | 15 | 100.0% | 11 | 100.0% | 6 | 100.0% | 98.6% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| Pete Hyde | 8 | Removal of fly tipping | 1 working day | 207 | 85.5% | 174 | 78.2% | 169 | 87.5% | 89.0% | 83.7% | Performance during the quarter was adversely affected due to staff shortages and having only one vehicle available for most of the quarter, but the average response time of 0.64 days was still within the 1 day target |
| Pete Hyde | 9 | Removal of dog mess | 1 working day | 62 | 98.4% | 57 | 96.5% | 57 | 100.0% | 96.1% | 98.3% | Very good overall performance with the target fully met in December |
| Steve Finley | 10(a) | Removal of abandoned car. | Burnt out same day (if reported before noon), otherwise within 24 hours | 2 | 100.0% | 1 | 100.0% | 3 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| | 10(b) | | Wreck or dangerous - within 24 hrs | 0 | 100.0% | 1 | 100.0% | 0 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| | 10(c) | | Runner 15 working days | 2 | 100.0% | 3 | 100.0% | 1 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| Andy Roddis | 11 | Make safe missing cover e.g. public and private sewers, gas, water or BT apparatus. | 4 hrs to make safe and inform the owner. Owner to carry out repairs. | 18 | 100.0% | 9 | 89.0% | 13 | 100.0% | 98.4% | 96.3% | Good overall performance with the target fully met in October and December |
| Pete Hyde | 12 | Clear up spillage on carriageway. | 4 hrs | 8 | 100.0% | 10 | 100.0% | 4 | 100.0% | 96.3% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |

| Resp | | Request for Action | Target Response 2008/09 | Oct-08 | | Nov-08 | | Dec-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
|--------------|-------|---|---|--------|--------|--------|--------|--------|--------|---------------------------|----------------------|--|
| Pete Hyde | 13 | Empty overflowing litter bin/dog bin | 4 hrs | 7 | 100.0% | 2 | 100.0% | 5 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| Graham Kaye | 14(a) | Clear blocked gully causing severe ponding. | 4 hrs to sign and guard | 1 | 100.0% | 5 | 100.0% | 6 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| | 14(b) | | blockage relieved within 1 working day. | 4 | 100.0% | 5 | 100.0% | 9 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| Bob Morrison | 15 | Empty missed wheelie bin (if reported within 24 hrs of being missed), | Same day (if reported before 1pm) Within 1 working day (if reported after 1.00 p.m.) | 90 | 100.0% | 103 | 100.0% | 227 | 100.0% | 100.0% | 100.0% | Target fully met throughout the quarter |
| Bob Morrison | 16 | Remove bulky item (after receipt of payment). | 9 working days | 349 | 95.4% | 299 | 98.7% | 302 | 97.4% | 94.0% | 97.2% | Good overall performance during the quarter |
| Pete Hyde | 17 | Remove racist or offensive graffiti (subject to agreement with the landowner) | 1 working day . | 13 | 100.0% | 11 | 90.9% | 14 | 92.9% | 96.1% | 94.6% | Performance dropped slightly in November and December due to staff sickness problems |
| Pete Hyde | 17a | Remove 'other' graffiti (subject agreement with the landowner) - i.e. graffiti which is not racist or offensive | 4 working days | 31 | 96.8% | 28 | 100.0% | 35 | 94.2% | 96.9% | 97.0% | Good overall performance with the target fully met in November. |
| Lewis Coates | 18 | Request for an enforcement visit | 4 working days. | 138 | 95.6% | 112 | 99.1% | 103 | 95.0% | 96.9% | 96.6% | Good overall performance during the quarter |
| Lewis Coates | 19 | Clear up drug litter | 2 hours | 25 | 100.0% | 15 | 93.3% | 19 | 95.0% | 95.0% | 96.1% | Good overall performance with the target fully met in October. |

| Resp | | Request for Action | Target Response 2008/09 | Oct-08 | | Nov-08 | | Dec-08 | | Cumulative (Year to Date) | Average this quarter | Comments |
|------------------------|-----|---|--|--------|--------|--------|--------|--------|--------|------------------------------|-------------------------|--|
| Lewis Coates | 20 | Report of a stray dog | 1 working day | 160 | 98.8% | 119 | 100.0% | 158 | 100.0% | 99.8% | 99.6% | Excellent overall performance with the target fully met in November and December |
| Steve Finley | 21a | Investigate report of un- taxed vehicle and report to DVLA | 24 hours | 120 | 99.2% | 125 | 99.2% | 84 | 98.8% | 98.9% | 99.1% | Excellent overall performance during the quarter |
| Steve Finley | 21b | Remove untaxed vehicle if authorised to do so by the DVLA | 24 hours (after authorisation from DVLA) | 36 | 100.0% | 21 | 100.0% | 23 | 100.0% | 100.0% | 100.0% | Excellent overall performance with the target fully met throughout the quarter |
| Pete Hyde | 22 | Remove litter following a report and return street to high standard of cleanliness | 7 working days | 88 | 85.2% | 66 | 86.4% | 69 | 97.1% | 93.2% | 89.6% | Performance during October and November was adversely affected due to staff shortages and sickness - but action has now been taken to address this, resulting in much improved performance in December |
| Overall Average | | | | | | | | | | 97.9% | 97.7% | |