

CABINET MEMBER FOR STREETPRIDE

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

Time: 9.00 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. Minutes of the previous meeting held on 20th April, 2009.
For signature by the Cabinet Member.
4. Representation on Outside Bodies and Membership of the Council's Sub-Groups, Panels etc for the 2009-2010 Municipal Year (report attached) (Pages 1 - 3)
5. Proposed extension of term for HAMP. (report attached) (Pages 4 - 6)
Bob Stock, Streetpride Principal Network Engineer, to report.
- to consider extending the term of HAMP by 12 months.
6. Streetpride Response Times. (report attached) (Pages 7 - 17)
Jon Surridge, Quality Manager, to report.
- to report the performance for Quarter 4 and Year End.
7. **EXCLUSION OF THE PRESS AND PUBLIC**
The following item is likely to be considered in the absence of the press and public as being exempt under Paragraph 3 of Part 1 (as amended March 2006) of Schedule 12A to the Local Government Act 1972:-
8. Termination of the Blue Box Kerbside Collection Arrangements with Creation Recycling Ltd. (report attached) (Pages 18 - 20)
Adrian Gabriel, Waste Strategy Manager, to report.
- to consider the proposal to terminate the collection arrangements and merge with Streetpride collections.

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1.	Meeting:	CABINET MEMBER FOR STREETPRIDE
2.	Date:	1st JUNE, 2009
3.	Title:	NOMINATIONS TO OUTSIDE BODIES/MEMBERSHIP OF PANELS/SUB-GROUPS etc. 2009/2010
4.	Programme Area:	CHIEF EXECUTIVE

5. Summary

The Cabinet Member is requested to review the nominations to Outside Bodies and memberships on Panels/Sub-groups for the 2009/2010 Municipal Year.

6. Recommendation:-

That the Cabinet Member considers nominations/memberships for 2009/2010.

7. Proposals and Details

A list of outside organisations, and the Council's Sub-groups/Panels etc is attached.

8. Finance

Costs associated with attendance, travel and subsistence.

9. Risks and Uncertainties

Continuation of Council business.
Representation of Rotherham Council on outside bodies.

10. Policy and Performance Agenda Implications

11. Background Papers and Consultation

Appendix A – proposed list of nominations to Outside Bodies & list of memberships of Sub-groups/Panels etc

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REPRESENTATION ON OUTSIDE BODIES – 2009-2010 MUNICIPAL YEAR

For determination by the Cabinet Member for Streetpride Services:-

ASSOCIATION OF PUBLIC SERVICE EXCELLENCE

(APSE) - Councillor R. S. Russell, Cabinet Member for Streetpride Services

KIVETON PARK – MINERS’ WELFARE GROUNDS MANAGEMENT COMMITTEE - Councillor Whysall

SOUTH YORKSHIRE JOINT WASTE PROCUREMENT BOARD

Cabinet Member for Streetpride Services, Councillor R. S. Russell

SOUTH YORKSHIRE LABORATORY

Cabinet Member for Streetpride Services, Councillor R. S. Russell

TREETON COMMUNITY CENTRE, PLAYING FIELDS AND MEMORIAL SCHEME COMMITTEE

Councillors Littleboy and Swift

TREETON MINERS’ WELFARE BOWLING GREEN MANAGEMENT COMMITTEE (Ward 11 (Rother Vale)) Councillors Boyes, Nightingale and Swift

MEMBERSHIP OF OTHER BOARDS, PANELS, STEERING GROUPS ETC – 2009-2010 MUNICIPAL YEAR

RECYCLING GROUP

(minutes reported to Regeneration Scrutiny Panel)

Cabinet Member for Streetpride, (Chair), Councillor R. S. Russell

Senior Adviser, Streetpride, Councillor Ali

Senior Adviser, Cultural Services and Sport, Councillor Falvey

Chair, Regeneration Scrutiny Panel, Councillor Boyes

Senior Adviser, Economic Development, Planning and Transportation,

Councillor Walker

Sustainable Communities Scrutiny Panel, Councillor Atkin

Cabinet Member for Economic Development, Planning and Transportation,

Councillor Smith

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	STREETPRIDE SERVICE
2.	Date:	1 June 2009
3.	Title:	HIGHWAY ASSET MANAGEMENT PLAN : PROPOSED EXTENSION OF TERM FOR PLAN TO 2011
4.	Directorate:	ENVIRONMENT AND DEVELOPMENT SERVICES

5. Summary

To request that the term of the current Highway Asset Management Plan be extended by 12 months to 2011.

6. Recommendations

It be resolved that the current Highways Asset Management Plan be extended to March 2011 for the reasons outlined in the report.

7. Proposals and Details

Rotherham's first Highway Asset Management Plan (HAMP) for the three year period 2007 – 2010 was approved by Cabinet Member for Streetpride Service on 4 June 2007. The Improvement Plan itself had previously been approved by Cabinet Member for Economic Regeneration and Development Services on 19 February 2007.

For practical reasons the Plan was limited to an initial three year period during which further development work was proposed to be undertaken towards production of a more rigorous and broader Transport Asset Management Plan (TAMP) for an extended period to operate between 2010 to 2015.

In developing the HAMP into a TAMP there is an obvious need to align Rotherham's plans with others across South Yorkshire to ensure that the plan contributes full with the delivery of the targets and objectives of the LTP. A South Yorkshire TAMP is proposed under which all the 4 authority TAMPs will sit. However, there has been a lack of progress in developing this over-arching document and this does impact on the ability to progress development at a district level.

In increasing the scope of asset management and thereby the links with the LTP there appears to be benefits in bringing the terms of the two plans into alignment. The 3rd SYLTP is proposed for the period 2011-16. Indications for funding of maintenance through the LTP3 period are that changes being considered to the formula for calculating allocations could be beneficial for Rotherham and a TAMP for 2011-16 could take account of this.

Extending the HAMP to 2011 would also bring it into line with the investment programme for the Principal Road Network completing in March 2011.

The additional twelve months will also allow for further development of the Council's asset management system, included as part of the Improvement Plan and which has suffered some restrictions on progress due to the impact of the floods in June 2007 and vacant posts resulting from a freeze on recruitment in 2008/9.

8. Finance

Funding for the maintenance of highway assets is provided from a number of sources but primarily from the Streetpride Revenue Account, the Capital LTP maintenance allocation and the Council's Capital programmes.

The Plan identified that the level of resources available for maintenance is critical in considering the most beneficial strategies to be followed for each part of the highway asset. In order to achieve the objectives within the Improvement Plan all available funding options need to be considered.

9. Risks and Uncertainties

Funding through the LTP3 period has yet to be fixed and could impact on the ability to deliver against objectives.

Bringing the periods of the proposed TAMP and LTP into alignment should serve to reduce risks to the successful delivery of both plans.

10. Policy and Performance Agenda Implications

Rotherham Achieving	<p>The provision and maintenance of quality highway surfaces and amenities plays a significant part in making the Town Centre an attractive place to visit.</p> <p>Well maintained highways also help the Council present the right image to prospective investors and developers.</p>
Rotherham Alive	<p>Highway facilities that enable people with mobility problems to travel about their local area assist them to retain an element of independence.</p> <p>To increase satisfaction with the cleanliness and condition of highways is an objective of the Corporate Plan.</p>
Rotherham Safe	<p>Maintenance of the highway asset to a high standard helps provide the safe well maintained environment that people can enjoy and take pride in.</p> <p>It is well documented that a high standard of public lighting is one of the most effective ways of reducing both crime and the fear of crime in local neighbourhoods.</p>
Rotherham Proud	<p>Local people are consulted about all programmed maintenance schemes through the Engineers on Street Corners process.</p>
Sustainable Development	<p>Reduced percentage of primary materials used in works on the highway network.</p>
Fairness	<p>Accessibility issues addressed as part of highway maintenance and highway improvement programmes.</p>

11. Background Papers and Consultation

Not applicable.

Contact Name : *Robert Stock, Network Principal Engineer, telephone ext. 2928. bob.stock@rotherham.gov.uk*

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

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

5. Summary

Streetpride's overall performance in respect of its efficiency in dealing with requests for service averaged 97.4% in 2008/9. This was a slight improvement compared with the 2007/8 result of 96.0%

6. Recommendation:

That Streetpride's performance in 2008/9 be noted.

7. Proposals and Details

Streetpride has 30 'target response times' for dealing with the most common types of environmental problems. Actual performance against the agreed targets is monitored monthly by Streetpride Managers, and is reported to Members quarterly.

The results for the last two quarters of 2008/9 are shown Appendices 1 and 2 together with comments on the performance against each indicator. Overall, there was a slight drop in performance in the last quarter of 2008/09, which was the result of selected staff being re-deployed to winter maintenance duties for several days in February. Results for the previous two financial years are shown in Appendix 3, from which it can be seen that the overall success rate in meeting agreed targets improved from 96.0% in 2007/8 to 97.4% in 2008/9.

8. Finance

The cost of delivering current levels of response time performance are included within the Streetpride Revenue Budget for 2009/10.

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 snow, 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 Results for the quarter October to December 2008

Appendix 2 Results for the quarter January to March 2009

Appendix 3 Results for the financial years 2007/8 and 2008/9

These appendices were 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 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%	

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	Jan-09		Feb-09		Mar-09		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.	1	100.0%	1	100.0%	1	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	1(b)		Cutting back will be carried out within 5 days.	1	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%	0	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%	1	100.0%	100.0%	100.0%	Target fully met throughout the quarter
Andy Rowley / Maria Under wood	3	Provision of estimate for Vehicular Access Crossing (excluding factors outside Streetpride's control)	10 working days (after receipt of written request).	16	75.0%	8	100.0%	18	100.0%	97.9%	91.7%	Performance dropped in January (due to snow) but subsequently improved and target fully met in February and March
Allan Lewis	4	Street light out.	3 working days (for a non supply fault).	534	89.0%	336	95.0%	335	91.4%	91.6%	91.8%	Performance dropped in January (due to snow) but subsequently improved in February and March. During the quarter the average time repair street lighting faults was 2.96 days (i.e. within the 3 day target)
Mick Powell	5(a)	Faulty traffic lights.	All lights out - 1 hr	12	100.0%	3	100.0%	11	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	5(b)		Single bulb failure 24 hrs	24	100.0%	15	100.0%	11	100.0%	98.5%	100.0%	Target fully met throughout the quarter

Resp		Request for Action	Target Response 2008/09	Jan-09		Feb-09		Mar-09		Cumulative (Year to Date)	Average this quarter	Comments
Andy Roddis	6	Dangerous defect in carriageway.	4 hrs after being reported by the public	35	97.0%	40	97.5%	31	97.0%	97.5%	97.2%	Good overall performance during the quarter
Andy Roddis	7	Dangerous defect on footpath.	4 hrs after being reported by the public	11	100.0%	9	89.0%	9	89.0%	96.9%	92.7%	Reasonably good overall performance during the quarter
Pete Hyde	8	Removal of fly tipping	1 working day	255	73.0%	219	74.4%	321	85.6%	86.2%	77.7%	Factors contributing to lower than normal performance in January and February were a significant increase in the number of reports post-Christmas. Also bad ground conditions in many locations prevented vehicular access and some staff were seconded to emergency Winter Maintenance duties in February. The average response time for the quarter was 1.1 days compared with the 1 day target
Pete Hyde	9	Removal of dog mess	1 working day	115	93.0%	82	80.5%	80	95.0%	94.4%	89.5%	Performance dropped in February due to some staff being re-deployed to winter maintenance duties
Steve Finley	10(a)	Removal of abandoned car.	Burnt out - same day (if reported before noon), otherwise within 24 hours	2	100.0%	0	100.0%	2	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	10(b)		Wreck or dangerous - within 24 hrs	0	100.0%	1	100.0%	1	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	10(c)		Runner 15 working days	0	100.0%	1	100.0%	1	100.0%	100.0%	100.0%	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.	14	100.0%	4	100.0%	15	100.0%	98.8%	100.0%	Target fully met throughout the quarter
Pete Hyde	12	Clear up spillage on carriageway.	4 hrs	8	100.0%	4	100.0%	4	100.0%	97.2%	100.0%	Target fully met throughout the quarter

Resp		Request for Action	Target Response 2008/09	Jan-09		Feb-09		Mar-09		Cumulative (Year to Date)	Average this quarter	Comments
Pete Hyde	13	Empty overflowing litter bin/dog bin	4 hrs	2	100.0%	1	100.0%	0	100.0%	100.0%	100.0%	Target fully met throughout the quarter
Graham Kaye	14(a)	Clear blocked gully causing severe ponding.	4 hrs to sign and guard	5	100.0%	4	100.0%	6	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	14(b)		blockage relieved within 1 working day.	9	100.0%	3	100.0%	11	100.0%	100.0%	100.0%	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.)	138	100.0%	57	100.0%	104	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	258	98.4%	284	98.6%	352	96.0%	95.0%	97.7%	Good overall performance during the quarter
Pete Hyde	17	Remove racist or offensive graffiti (subject to agreement with the landowner)	1 working day .	8	87.5%	8	75.0%	30	100.0%	94.0%	87.5%	The poor weather in February caused significant disruption to the graffiti removal teams, who were re-assigned to winter maintenance duties for much of the month. This caused performance in the removal both racists/offensive and non offensive graffiti to drop significantly in February
Pete Hyde	17a	Remove 'other' graffiti (subject agreement with the landowner) - i.e. graffiti which is not racist or offensive	4 working days	38	89.5%	28	57.0%	42	100.0%	93.2%	82.2%	
Lewis Coates	18	Request for an enforcement visit	4 working days.	221	99.1%	193	97.4%	248	99.0%	97.3%	98.5%	Good overall performance during the quarter
Lewis Coates	19	Clear up drug litter	2 hours	31	96.8%	20	95.0%	21	90.0%	94.7%	93.9%	Reasonably good overall performance during the quarter

Resp		Request for Action	Target Response 2008/09	Jan-09		Feb-09		Mar-09		Cumulative (Year to Date)	Average this quarter	Comments
Lewis Coates	20	Report of a stray dog	1 working day	137	100.0%	143	100.0%	153	100.0%	99.8%	100.0%	Target fully met throughout the quarter
Steve Finley	21a	Investigate report of un-taxed vehicle and report to DVLA	24 hours	205	99.0%	179	97.8%	130	100.0%	98.9%	98.9%	Good overall performance during the quarter with the target fully met in March
Steve Finley	21b	Remove untaxed vehicle if authorised to do so by the DVLA	24 hours (after authorisation from DVLA)	48	100.0%	30	100.0%	36	100.0%	100.0%	100.0%	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	121	83.5%	122	84.6%	101	85.2%	91.0%	84.4%	Below average performance during the quarter due to demand rising by 36% compared with previous quarters
Overall Average										97.4%	96.1%	

STREETPRIDE RESPONSE TIMES			Year 2007/8	Year 2008/9
	Request for Action	Target Response time	% within target response time	
1(a)	Make safe dangerous overhanging trees/vegetation on highway land.	If necessary, the danger signed and guarded within 4 hrs .	98.3%	100.0%
1(b)		Cutting back will be carried out within 5 days .	97.8%	100.0%
2(a)	Make safe dangerous overhanging trees/vegetation on private land.	If necessary, the danger signed and guarded within 4 hrs .	100.0%	100.0%
2(b)		Cutting back by the landowner - within 14 days (after written notice received from Streetpride).	98.8%	100.0%
3	Provision of estimate for vehicular dropped crossing.	Within 10 working days (after receipt of written request)	99.0%	97.9%
4	Street light out.	3 working days (for a non supply fault)	85.9%	91.6%
5(a)	Faulty traffic lights.	All lights out - 1 hr	100.0%	100.0%
5(b)		Single bulb failure - 24 hrs	100.0%	98.5%
6	Dangerous defect in carriageway.	4 hrs (after being reported by the public)	97.9%	97.5%
7	Dangerous defect on footpath.	4 hrs (after being reported by the public)	97.6%	96.9%
8	Removal of fly tipping	Within 1 working day	79.8%	86.2%
9	Removal of dog mess	Within 1 working day	86.9%	94.4%
10(a)	Removal of abandoned car.	Burnt out - Same day (if reported before 12.00 noon) otherwise 24 hrs	95.8%	100.0%
10(b)		Wreck or dangerous - Within 24 hours	100.0%	100.0%
10(c)		Runner - 15 working days	100.0%	100.0%
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 carries out repairs.)	96.7%	98.8%
12	Clear up spillage on carriageway.	Within 4 hrs	91.0%	97.2%
13	Empty overflowing litter bin/dog bin	Within 4 hrs	88.2%	100.0%
14(a)	Clear blocked gully causing severe ponding.	Sign and guard within 4 hrs	99.6%	100.0%
14(b)		Blockage relieved within 1 working day .	99.6%	100.0%
15	Empty missed wheelie bin	Same day (if reported before 1.00pm) Within 1 working day (if reported after 1.00pm)	100.0%	100.0%
16	Remove bulky item (after receipt of payment).	Within 9 working days .	92.6%	95.0%
17	Remove racist or offensive graffiti	Within 1 working day .	95.6%	94.0%
17a	Remove 'other' graffiti	Within 4 working days	94.5%	93.2%
18	Request for an enforcement visit	Within 4 working days .	97.9%	97.3%
19	Clear up drug litter	Within 2 hrs	98.9%	94.7%
20	Report of a stray dog	Within 1 working day	99.4%	99.8%
21a	Investigate un-taxed vehicle	Within 24 hours	99.2%	98.9%
21b	Remove untaxed vehicle	Within 24 hours (after authorisation from DVLA)	100.0%	100.0%
22	Remove litter following report	Within 7 working days	88.2%	91.0%
Overall results			96.0%	97.4%

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted