

## **CABINET MEMBER FOR STREETPRIDE**

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

**Date:** Monday, 16th November, 2009  
**Time:** 9.45 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. Streetpride Response Times - 2nd Quarter. (report attached) (Pages 1 - 12)  
Jon Surridge, Quality Manager, to report.
  - to report the 2<sup>nd</sup> Quarter results.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:-</b>	<b>Cabinet Member - Delegated Powers Meeting</b>
<b>2.</b>	<b>Date:-</b>	<b>16 November 2009</b>
<b>3.</b>	<b>Title:-</b>	<b>Streetpride Response Times</b>
<b>4.</b>	<b>Directorate:-</b>	<b>Environment and Development Services</b>

**5. Summary**

Streetpride's overall performance in dealing with requests for service averaged 98.1% in the second quarter of 2009/10. This was a slight improvement in performance compared with the previous quarter.

**6. Recommendation:**

**That Streetpride's performance in the second quarter of 2009/10 be noted.**

## **7. Proposals and Details**

Streetpride's performance during the second quarter of the financial year 2009/10 is illustrated in Appendix 2. During this period, Streetpride dealt with 98.1 % of requests for service within the agreed response times. This represents a 0.5% improvement in overall performance compared with the previous quarter's out-turn of 97.6% (see Appendix 1).

## **8. Finance**

Costs incurred in delivering current target response times are covered by 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 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 April to June 2009

Appendix 2 - Streetpride response times for the period July to September 2009

Both Appendices have been produced jointly with Neighbourhood Services

**Contact Name:** *Jon SurrIDGE, EDS Projects and Performance Officer (Streetpride)*  
*Extension 2908. e-mail: jonathan.surrIDGE@rotherham.gov.uk*

APPENDIX 1

STREETPRIDE RESPONSE TIMES				Number of requests	% meeting target response time	Number of requests	% meeting target response time	Number of requests	% meeting target response time	% meeting target response times	% meeting target response times	Comments and actions to improve performance (where below 90%)
Resp		Request for Action	Target Response 2008/09	Apr-09		May-09		Jun-09		Cumulative (Year to Date)	Average this quarter	
Andy Roddis	1(a)	Make safe dangerous overhanging trees/vegetation on highway land.	If necessary, the danger will be signed and guarded within <b>4 hrs.</b>	2	100.0%	2	100.0%	4	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
	1(b)		Cutting back will be carried out within <b>5 days.</b>	0	100.0%	3	100.0%	6	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 signed and guarded within <b>4 hrs.</b>	1	100.0%	1	100.0%	2	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
	2(b)		Cutting back by landowner - within <b>14 days</b> (after written notice from Streetpride)	0	100.0%	1	100.0%	0	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
Andy Rowley / Maria Under wood	3	Provision of <b>estimate</b> for Vehicular Access Crossing (excluding factors outside Streetpride's control)	<b>10 working days</b> (after receipt of written request).	13	100.0%	14	100.0%	11	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
Allan Lewis	4	Street light out.	<b>3 working days</b> ( for a non supply fault).	170	93.0%	174	97.0%	171	93.0%	94.3%	94.3%	Good overall performance during the quarter, during which time the average time to repair street lighting faults was 2.5 days - i.e. below the 3 day target
Mick Powell	5(a)	Faulty traffic lights.	All lights out - <b>1 hr</b>	6	100.0%	6	100.0%	7	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
	5(b)		Single bulb failure <b>24 hrs</b>	24	100.0%	20	100.0%	12	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter

APPENDIX 1

Resp		Request for Action	Target Response 2008/09	Apr-09		May-09		Jun-09		Cumulative (Year to Date)	Average this quarter	
Andy Roddis	6	Dangerous defect in carriageway.	4 hrs after being reported by the public	11	100.0%	33	97.0%	43	97.7%	98.2%	98.2%	Very good overall performance during the quarter, with the target fully met in April
Andy Roddis	7	Dangerous defect on footpath.	4 hrs after being reported by the public	13	92.3%	7	100.0%	14	100.0%	97.4%	97.4%	Very good overall performance during the quarter, with the target fully met in May and June
Pete Hyde	8	Removal of fly tipping	1 working day	272	84.2%	143	83.2%	179	88.3%	85.2%	85.2%	Performance during the quarter was below the 90% target due to the high numbers of incidents and factors such as contamination (asbestos) quantity of material and poor ground conditions.
Pete Hyde	9	Removal of dog mess	1 working day	51	86.3%	23	100.0%	35	100.0%	95.4%	95.4%	Good overall performance during the quarter with the target fully met in May
Steve Finley	10(a)	Removal of abandoned car.	Burnt out - same day (if reported before noon), otherwise within 24 hours	6	100.0%	6	100.0%	1	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
	10(b)		Wreck or dangerous - within 24 hrs	0	100.0%	0	100.0%	1	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
	10(c)		Runner 15 working days	0	100.0%	2	100.0%	2	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.	11	100.0%	14	100.0%	20	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter

**APPENDIX 1**

Resp		Request for Action	Target Response 2008/09	Apr-09		May-09		Jun-09		Cumulative (Year to Date)	Average this quarter	
Pete Hyde	12	Clear up spillage on carriageway.	<b>4 hrs</b>	6	100.0%	4	100.0%	4	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter

APPENDIX 1

Resp		Request for Action	Target Response 2008/09	Apr-09		May-09		Jun-09		Cumulative (Year to Date)	Average this quarter	
Pete Hyde	13	Empty overflowing litter bin/dog bin	4 hrs	4	75.0%	1	100.0%	2	100.0%	91.7%	91.7%	Poor performance in April but target fully met in May and June
Graham Kaye	14(a)	Clear blocked gully causing severe ponding.	4 hrs to sign and guard	1	100.0%	7	100.0%	45	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
	14(b)		blockage relieved within 1 working day.	2	100.0%	12	100.0%	100	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. )	84	100.0%	73	100.0%	102	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	317	99.7%	152	100.0%	345	92.8%	97.5%	97.5%	Very good overall performance during the quarter with the target fully met in May
Pete Hyde	17	Remove racist or offensive graffiti (subject to agreement with the landowner)	1 working day .	23	86.9%	9	88.9%	15	100.0%	91.9%	91.9%	Satisfactory overall performance during the quarter
Pete Hyde	17a	Remove 'other' graffiti (subject agreement with the landowner) - i.e. graffiti which is not racist or offensive	4 working days	36	97.2%	33	81.8%	33	97.0%	92.0%	92.0%	Satisfactory overall performance during the quarter
Lewis Coates	18	Request for an enforcement visit	4 working days.	103	97.0%	106	97.0%	146	98.0%	97.3%	97.3%	Very good overall performance during the quarter
Lewis Coates	19	Clear up drug litter	2 hours	38	94.7%	29	99.0%	12	100.0%	97.9%	97.9%	Very good overall performance during the quarter with the target fully met in June

**APPENDIX 1**

Resp		Request for Action	Target Response 2008/09	Apr-09		May-09		Jun-09		Cumulative (Year to Date)	Average this quarter	
Lewis Coates	20	Report of a stray dog	<b>1 working day</b>	142	100.0%	137	100.0%	163	100.0%	100.0%	100.0%	Excellent - target fully met throughout the quarter
Steve Finley	21a	Investigate report of un-taxed vehicle and report to DVLA	<b>24 hours</b>	110	100.0%	115	100.0%	77	96.1%	98.7%	98.7%	Very good overall performance during the quarter with the target fully met in April and May
Steve Finley	21b	Remove untaxed vehicle if authorised to do so by the DVLA	<b>24 hours</b> (after authorisation from DVLA )	29	100.0%	18	100.0%	24	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	<b>7 working days</b>	75	88.0%	27	85.1%	62	100.0%	91.0%	91.0%	Satisfactory overall performance during the quarter
<b>Overall Average</b>										<b>97.6%</b>	<b>97.6%</b>	



APPENDIX 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	Comments and actions to improve performance (where below 90%)
Resp	Request for Action	Target Response 2008/09	Jul-09	Aug-09	Sep-09	Cumulative (Year to Date)	Average this quarter					
Andy Roddis	1(a)	Make safe dangerous overhanging trees/vegetation on highway land.	If necessary, the danger will be signed and guarded within <b>4 hrs.</b>	1	100.0%	4	100.0%	4	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	1(b)		Cutting back will be carried out within <b>5 days.</b>	2	100.0%	0	100.0%	1	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 <b>4 hrs.</b>	0	100.0%	2	100.0%	1	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	2(b)		Cutting back by landowner - within <b>14 days</b> (after written notice from Streetpride)	1	100.0%	1	100.0%	0	100.0%	100.0%	100.0%	Target fully met throughout the quarter
Andy Rowley / Maria Under wood	3	Provision of <b>estimate</b> for Vehicular Access Crossing (excluding factors outside Streetpride's control)	<b>10 working days</b> (after receipt of written request).	15	100.0%	16	100.0%	11	100.0%	100.0%	100.0%	Target fully met throughout the quarter
Allan Lewis	4	Street light out.	<b>3 working days</b> ( for a non supply fault).	187	97.0%	244	92.0%	350	98.0%	95.0%	95.7%	Very good overall performance during the quarter. The average time to deal with street lighting faults was 2.2 days compared with the 3 day target
Mick Powell	5(a)	Faulty traffic lights.	All lights out - <b>1 hr</b>	9	100.0%	9	100.0%	4	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	5(b)		Single bulb failure <b>24 hrs</b>	5	100.0%	5	100.0%	9	100.0%	100.0%	100.0%	Target fully met throughout the quarter

APPENDIX 2

Resp		Request for Action	Target Response 2008/09	Jul-09		Aug-09		Sep-09		Cumulative (Year to Date)	Average this quarter	
Andy Roddis	6	Dangerous defect in carriageway.	4 hrs after being reported by the public	31	100.0%	25	100.0%	16	100.0%	99.1%	100.0%	Target fully met throughout the quarter
Andy Roddis	7	Dangerous defect on footpath.	4 hrs after being reported by the public	12	91.7%	8	100.0%	6	100.0%	97.3%	97.2%	Very good overall performance with the target fully met in August and September
Pete Hyde	8	Removal of fly tipping	1 working day	192	92.7%	227	93.0%	239	82.8%	87.4%	89.5%	Reasonably good overall performance during the quarter, but staff leave had an adverse effect on performance in September. The average time to remove fly tipping was 0.6 days compared with the 1 day target,
Pete Hyde	9	Removal of dog mess	1 working day	38	100.0%	30	100.0%	46	95.7%	97.0%	98.6%	Very good overall performance with the target fully met in July and August
Steve Finley	10(a)	Removal of abandoned car.	Burnt out - same day (if reported before noon), otherwise within 24 hours	1	100.0%	4	100.0%	0	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	10(b)		Wreck or dangerous - within 24 hrs	0	100.0%	2	100.0%	2	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	10(c)		Runner 15 working days	2	100.0%	1	100.0%	2	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.	19	100.0%	20	100.0%	12	100.0%	100.0%	100.0%	Target fully met throughout the quarter

**APPENDIX 2**

Resp		Request for Action	Target Response 2008/09	Jul-09		Aug-09		Sep-09		Cumulative (Year to Date)	Average this quarter	
Pete Hyde	12	Clear up spillage on carriageway.	<b>4 hrs</b>	9	100.0%	8	100.0%	10	90.0%	98.3%	96.7%	Very good overall performance with the target fully met in July and August

APPENDIX 2

Resp		Request for Action	Target Response 2008/09	Jul-09		Aug-09		Sep-09		Cumulative (Year to Date)	Average this quarter	
Pete Hyde	13	Empty overflowing litter bin/dog bin	4 hrs	4	100.0%	3	100.0%	2	100.0%	95.8%	100.0%	Target fully met throughout the quarter
Graham Kaye	14(a)	Clear blocked gully causing severe ponding.	4 hrs to sign and guard	6	100.0%	1	100.0%	1	100.0%	100.0%	100.0%	Target fully met throughout the quarter
	14(b)		blockage relieved within 1 working day.	8	100.0%	1	100.0%	3	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. )	91	100.0%	83	100.0%	87	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	330	91.2%	299	93.9%	319	97.5%	95.9%	94.2%	Good overall performance during the quarter.
Pete Hyde	17	Remove racist or offensive graffiti (subject to agreement with the landowner)	1 working day .	15	86.7%	16	93.8%	30	96.7%	92.2%	92.4%	Good overall performance during the quarter.
Pete Hyde	17a	Remove 'other' graffiti (subject agreement with the landowner) - i.e. graffiti which is not racist or offensive	4 working days	32	81.3%	46	97.8%	56	91.1%	91.0%	90.1%	Good overall performance during the quarter.
Lewis Coates	18	Request for an enforcement visit	4 working days.	156	96.0%	133	99.0%	143	100.0%	97.8%	98.3%	Very good overall performance with the target fully met in September
Lewis Coates	19	Clear up drug litter	2 hours	31	100.0%	34	100.0%	24	92.0%	97.6%	97.3%	Very good overall performance with the target fully met in July and August

APPENDIX 2

Resp		Request for Action	Target Response 2008/09	Jul-09		Aug-09		Sep-09		Cumulative (Year to Date)	Average this quarter	
Lewis Coates	20	Report of a stray dog	<b>1 working day</b>	128	100.0%	118	100.0%	150	97.0%	99.5%	99.0%	Excellent overall performance with the target fully met in July and August
Steve Finley	21a	Investigate report of un-taxed vehicle and report to DVLA	<b>24 hours</b>	98	100.0%	94	100.0%	135	99.3%	99.2%	99.8%	Excellent overall performance with the target fully met in July and August
Steve Finley	21b	Remove untaxed vehicle if authorised to do so by the DVLA	<b>24 hours</b> (after authorisation from DVLA )	20	100.0%	18	100.0%	28	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	<b>7 working days</b>	67	95.5%	54	96.3%	58	89.7%	92.4%	93.8%	Good overall performance during the quarter.
<b>Overall Average</b>										<b>97.9%</b>	<b>98.1%</b>	