

**JOINT MEETING - CABINET MEMBER FOR ECONOMIC DEVELOPMENT,
PLANNING AND TRANSPORTATION AND THE CABINET MEMBER FOR
STREETPRIDE SERVICES**

Venue: Management Meeting Room, **Date:** Monday, 15th February, 2010
2nd Floor, Bailey House,
Rawmarsh Road,
ROTHERHAM. S60 1TD

Time: 10.00 a.m.

Please note the venue for this meeting.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with Part 1 of Schedule 12A (as amended March 2006) to the Local Government Act 1972.

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 Joint meetings of the Cabinet Member for Economic Development, Planning and Transportation and the Cabinet Member for Streetpride held as follows:-
For signature:-
 - 30th November, 2009.
 - 4th January, 2010.

(See Minutes presented to Council on 3rd February, 2010 – White Book)

4. Performance Indicators, third quarter results - 1st April to 31st December, 2009. (report attached) (Pages 1 - 36)
Alan Platt, Best Value Officer, to report.
 - to report the 3rd Quarter Performance Indicators.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Joint Delegated Powers Meeting Regeneration and Development Services and Streetpride
2.	Date:	15 February 2010
3.	Title:	Performance Indicators, third quarter results 1 April to 31 December 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 2009/2010. 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 2007/2008
- PriceWaterhouseCoopers upper quartile comparisons 2008/2009
- 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 and advisor consider EDS performance results.**
 - b) **The performance indicator third quarter results for 2009/2010 are noted.**
 - c) **That the Councils position in comparison with the Audit Commission 2007/2008 All England upper quartile results is noted.**
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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 2009/2010.
- c) The EDS Directorate 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 also supports the aims of the Comprehensive Area Assessment (CAA) framework.

- Financial support plays a major part in ensuring that indicators achieve their targets.
- From April 2008 those indicators in the National Indicator Set (NIS) for which EDS has assumed responsibility have been integrated into the directorate, 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) took over from the CPA on the 1 April 2009 and was assessed in the autumn of 2009.

10. Policy and Performance Agenda Implications

Links to:-

- The Councils Golden Thread
- Political Priorities (Councils themes)
- Community Plan
- Local Area Agreement – the new LAA absorbs up to 35 indicators from the National Indicator Set.
- Service Plans

11. Background Papers and Consultation

Report 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 Third Quarter KPI Summary 2009/2010)

Contact Name:

Alan Platt
Best Value Officer
Telephone 01709 82 2901
[Alan.platt@rotherham](mailto:Alan.platt@rotherham.gov.uk) .gov.uk

Environment and Development Services Performance Indicators 2009/2010 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 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	18.67%	9.50%	12.63%	14.39%			19%	19%	No	☺	We have improved on the percentage for the third quarter last year (13.80%), so this is another very encouraging snapshot and continues the trend set in the first quarter. However, a note of caution, our customers and our service have been severely affected by the snowy and icy weather conditions in December and if this continues in the final quarter, this may mean that we miss our target for this year of 19 %.
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. This includes walking and light intensity sports preferred by older age groups such as bowls. NI 08 is measured independently of the local authorities by the Sport England / MORI Active People Survey which seeks to measure local levels of sports participation via a rolling telephone survey of at least 500 adults aged 16 or over per area.	23.2% Price Waterhouse Coopers (PWC)	19%					19.4%	20%	N/A Final Outturn Reported	No	☹	The cumulative outturn states Rotherham's score against the Active People 3 survey which was completed between October 15 2008 and October 14 2009 and reported on December 16 2009. The 2009/10 target for a 1% increase compared with Active People 2 (published December 2008) reflected Government ambitions for an annual 1% increase at national level. Reported participation levels in Rotherham at 3 x 30 minutes per week did however grow below target by just 0.4% between 2008 and 2009. Taking into consideration a +/- 3.4% confidence interval, local participation levels may in fact be interpreted as static. This reflects national trends with 90% of local authorities indicating no statistically significant change. Nationally participation levels have in fact grown by just 1% since the first Active People Survey reported in December 2006. Rotherham's 2008 performance against NI 08 placed it in the lower quartile nationally (All England). 2009 survey data suggests this position is unchanged.
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. NI 09 is measured by the Active People Survey (see NI 08 above)	51.59% PWC	43.5%					43.0%	45%	N/A Final Outturn Reported	No	☹	Active People 3 results showed a slight decline compared to 2008 with 0.5% fewer adults stating that they use libraries at least once a year. Reported participation therefore dropped from 43.5% to 43.0%. Thus the target of 45% was missed. Taking into consideration a confidence interval of +/-4.3% the % of adults using libraries at least once per year is showing no statistically significant change and overall participation may be interpreted as static. Rotherham's 2008 performance against NI 09 placed it in the lower quartile nationally (All England). Initial analysis of the 2009 survey results suggests this position is unchanged for the current year.
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 at least once in the preceding 12 months. NI 10 is measured by the Active People Survey (see NI 08 above)	56.2% PWC	43.8%					44.1%	45%	N/A Final Outturn Reported	No	☹	Active People Survey 3 results showed a slight increase compared to 2008 with an additional 0.3% adults responding that they have visited a museum at least once during the last year. Thus the target of 45% was missed. Taking into consideration a confidence interval of +/-4.3% this amounts to no statistically significant change and similarly to libraries and sports overall participation levels may be interpreted as static. Rotherham's 2008 performance against NI 10 placed it in the lower quartile nationally. This position appears to be unchanged for 2009.

Environment and Development Services Performance Indicators 2009/2010 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
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. Can include attending a theatre or playing a musical instrument at home. NI 11 is measured by the Active People Survey (see NI 08 above)	49.2% PWC	33.6%					36.8%	35%	N/A Final Outturn Reported	Yes	☺	The Active People 3 Survey reported an increase of 3.2% in engagement in the arts compared with Active People 2. This increase has taken overall levels of engagement (under the terms of the NI 11 definition) to 36.8% which is above the 2009/10 target of 35%. However, taking into consideration a confidence interval of +/- 5.91% this does not represent a statistically significant change. The outcome is therefore similar to that already described above for the sports, libraries and museums indicators with overall reported levels of participation and engagement appearing to be static. Rotherham's performance against NI 11 in 2008/09 was positioned in the lower quartile nationally. This position is unchanged for the current year. The Government's own research suggests some correlation between levels of engagement in the arts and local demographic profiles. Participation tends to be comparatively lower, for example, in the more deprived communities or where lower socio economic groups have a higher representation.
NI 37	Awareness of civil protection arrangements in the local area	Safe	Ian Smith Alan Matthews	The building of front line respondents capabilities to effectively plan for and respond to emergencies (Place Survey)		15%					15%	18%	15.00%	Yes	☺	The Emergency Planning Trailer has been sited at a number of venues across the borough during this period including in various parks, outside the Town Hall, at the Rotherham bonfire in Clifton Park and at an Area Assembly event organised by Neighbourhood teams in order to promote emergency planning to the Rotherham community. Further presentations have taken place to vulnerable groups within the borough. An emergency planning promotion event was held in Dinnington with further events to be held in the fourth quarter which have been widely publicised. Note: the projected year end target cannot be verified as there is no Place Survey this year
NI 47	People killed or seriously injured in road traffic accidents for Rotherham	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.	1.1% PWC	-1.0%						1.9% 2009		Yes		Annual result
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.		585	132	119	123		374	619 2009	499	Yes		The provisional results from quarters 1 to 3 indicate that we are on course to meet the target for 2009.
NI 48	Children killed or seriously injured in road traffic accidents for Rotherham	Safe	Ken Wheat Stuart Savage	To measure the number of children aged under 16 years KSI in road traffic accidents.	0% PWC	11.8%						6.3% 2009		Yes		Annual result
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.		13	0	5	2		7	15 2009	9	Yes		The provisional results for the first three quarters of 2009 are encouraging and if the results for quarter four remain at a similar level the target for 2009 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 2 hours of high quality physical education and sport	N/A	78%					86%	81%	N/A Final Outturn Reported	Yes	☺	The outturn reported in the Cumulative column is the Rotherham Schools Partnerships (Wickersely and Rawmarsh) combined score against the DCSF Schools PE Survey completed annually during June and reported in November. The Partnerships have driven performance up to 86%, well above the target of 81% set for this year. Council target setting against NI 57 - which is part of the current LAA - was deliberately cautious reflecting the fact that responsibility for driving performance sits exclusively with the Schools Partnerships and individual school headmasters. Council input is via the Continuing Professional Development (CPD) Programme for provision of PE skills to teaching staff which is co-ordinated by the Culture & Leisure Sports Development Team. The current LAA requires that the Schools Partnerships achieve and maintain a score of 88% by the final year of the LAA

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NI 151	Overall employment rate LAA	Achieving	Simeon Leach Neil Rainsforth	Maximise employment opportunities for all by supporting disadvantaged people into work.	78.74% PWC	71.80% June 08	71.20%	70.40%	69.60%		69.60%	72.00%	69.00%	No	☹️	Annual Population Survey from the ONS - data is usually released 7/8 months in arrears. Rotherham is showing an employment rate 4.3% below the national average for the quarter ended March 2009. (69.6% against GB average of 73.9%). LAA target is for an increase of 1.0% in employment rate by 2011 (0.5% to 72.0% for 09/10). Claimant count rate has been rising appreciably over the last 18 months as a result of the economic downturn and this is now starting to impact on the employment rate which is likely to worsen over the coming quarters. GOYH have agreed to review the reward target for this indicator in early 2010 in light of the impact of the recession on the economy.
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.	8.92% PWC	14.30% Data for year to May 08	14.40%	14.70%	15.40%		15.40%	13.90%	16.00%	No	☹️	LAA target for drop of 0.4% over the year - DWP benefit data (for year to November 2008) shows a rise of 1.1% to 14.7% over the last year, and 0.7% increase on last quarter. 2009/10 to reduce to 13.9% and 2010/11 to reduce to 13.4%. Recent large rises in jobless claimants due to the national recession will make this target impossible to achieve over the coming quarters. GOYH have agreed to review the reward target for this indicator in early 2010 in light of the impact of the recession on the economy.
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.	26.4% PWC	27.40% Data for year to May 08	27.40%	27.80%	28.60%		28.60%	28.00%	28.00%	No	☹️	Same measure as NI 152 but for most deprived SOAs. Rise from May08 baseline by 1.2% (DWP benefit data for year to May 2008) and a rise of 0.8% in last quarter (to February 2009). Rises in jobless claimants due to recession / rising unemployment will affect performance on this indicator as per NI152. 2009/10 target of 28.0% recognises difficult economic conditions with 2010/11 target of reducing to 25.2%. Page 6
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.	1400.5 PWC	588	115	55	99		269	450	358	No	☹️	The rate of completions has fallen sharply due to market conditions, and reflect low levels of new planning permissions being sought and low numbers of new dwellings being started in the last year or so. Market conditions are a major factor with this indicator, but work is being carried out with industry partners to encourage development on a number of new sites. Work is also underway to ensure that the supply of ready to developed sites is identified, to ensure an adequate supply for when the market picks up.
BV109a NI157	Planning Applications: Major Applications	Planning	Bronwen Peace Nigel Hancock	Percentage of major applications determined within 13 weeks.	79.10%	73.13%	69.23%	94.12%	100.00%		88.89%	76.00%	76.00%	Yes	😊	This represents 15 out of 15 applications determined within 13 weeks. The small numbers involved result in large fluctuations between quarters but the cumulative total demonstrates exceptional performance so far this year.
BV109b NI157	Planning Applications: Minor applications	Planning	Bronwen Peace Nigel Hancock	Percentage of minor applications determined within 8 weeks.	83.70%	81.97%	94.68%	90.53%	91.46%		92.25%	84.00%	84.00%	Yes	😊	Continued good performance into Q3. Performing better than the set target.
BV109c NI157	Planning Applications: 'Other' applications	Planning	Bronwen Peace Nigel Hancock	Percentage of 'other' applications determined within 8 weeks.	91.80%	93.63%	95.08%	95.34%	94.61%		95.03%	94.00%	94.00%	Yes	😊	Continued good performance into Q3. On target

Environment and Development Services Performance Indicators 2009/2010 Q3 Appendix A

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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).		80.34%	81.51%	87.01%	78.31%		78.31%	100%	100%	No	☹	Please note that the Strategic Housing Land Availability Assessment is not complete and this figure represents overall supply rather than a "deliverable 5 year supply". This figure is provisional and will not meet the requirements of the guidance until the Strategic Housing Land Availability Assessment (SHLAA) is completed, at which time the figure will fall considerably. The production of the SHLAA is a pre-requisite to servicing this indicator and the production of the LDF. The production of the LDF and the SHLAA are interdependent and it is important that both are adequately resourced.
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.	£483.78 PWC	£420.0			£450.9			£435.0	£450.9	Yes	☺	Median gross weekly pay for full-time employees on a workplace basis. Taken from latest ASHE survey - it must be noted that there can be large fluctuations year on year due to sample sizes used . Revised targets going forward of £435 for 09/10 then £447 & £460 in following years. New survey results due released in November 2009 and show large increase - target exceeded.
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.	3.78 mins	4 min 0.9 sec's						4 min 38 sec's		Yes	☺	
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%	5.0%	N/A	N/A	N/A			4.0%	4.0%	Yes	☺	Annual survey
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%	8.00%	N/A	N/A	N/A			8.00%	8.00%	Yes	☺	Annual survey
NI 170	Previously developed land that has been vacant or derelict for more that 5 years	Proud	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.	0.66% PWC	2.75%	2.06%	2.06%	2.06%			3.75%	3.75%	Yes	☺	Annual survey
NI 171	New business registration rate LAA	Achieving	Simeon Leach Neil Rainsforth	Promote business start ups, growth and inward investment.	59.48 PWC	40.3			36.6			40.8	36.6	No	☹	Formerly VAT registrations this now uses new dataset to also include PAYE with a revised baseline/targets (measured per 10,000 adult population released end of each year - 2008 data just released Dec09 and showing a fall from previous year). LAA targets set at 40.8, 41.2, 41.5 for the next three years. GOYH have agreed to review the reward target for this indicator in early 2010 in light of the impact of the recession on the economy.
NI 172	Percentage of small 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.	13.59% PWC	13.80%						12.00%	12.00%	Yes	☺	This is a new indicator requiring access to the Inter-departmental business register (IDBR) - baseline data released for increases between 2006-07 to give 08/09 actual figure of 13.8%. Given the impact of the recession, the number of companies showing employment growth is likely to be much reduced in the short/medium term. Targets over next 3 years set at 12%, 13.5% and 15%.
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.	0.44% PWC	2.60%	2.70%					2.80%	2.80%	Yes	☺	Data is taken from the DWP 'on-flows' database - 2.6% 08/09 relates to May 08 data. First quarter increase of 0.1% but flows data not yet released / available from DWP (due to change in ESA benefit?) . Given current difficult conditions in the labour market a target of 2.8% set for 2009/10 and reduction to 2.6% for 2010/11.
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.	14% PWC	16.71%						20.00%	20.00%	Yes	☺	Survey based data from LSC (expected to be run every two years) - 2005 original baseline data 29.2%, latest 2007 data giving 08/09 baseline of 16.7% showed a large drop. Doubt over reliability / sample sizes used in this survey - 2009 survey results due in April 2010?

Environment and Development Services Performance Indicators 2009/2010 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
NI 175	Access to services and facilities by public transport, walking and cycling	Achieving	Ken Wheat Paul Gibson SYPT	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.	96.63% PWC	99.5% Access to local centres						98.7%	98.7%	Yes	😊	Annual result
NI 176	Working age people with access to employment by public transport (and other specified modes)	Achieving	Ken Wheat Paul Gibson SYPT	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.	87.36% PWC	81% for SY								Yes	😊	Annual result
NI 177	Local bus and light rail passenger journeys originating in the authority area	Achieving	Ken Wheat Paul Gibson SYPT	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.	27.125m PWC	133.2m						135,600,000	135,600,000	Yes	😊	Annual result
NI 178	Bus services running on time	Achieving	Ken Wheat SYPT 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.	85.08% PWC	77% non frequent ser 1.50mins frequent ser						76% 1.69mins	76% 1.69mins	Yes	😊	Annual result
NI 185	CO2 reduction from operations including buildings and transport LAA	Achieving	David Rhodes Steve Cope	Co-ordinate innovation partnerships in order to improve sustainable infrastructure, mitigate and adapt to climate change.	466272 PWC	46,624,237 kg CO2	No quarter reports - annual submission on 31 July	No quarter reports - annual submission on 31 July	No quarter reports - annual submission on 31 July			2% less	2% less	Yes	😊	Resource requirements raised through Chief Execs/Financial Services to achieve the reduction target have not been provided.
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.	1.4 PWC	2,067 kt CO2 2005								Yes	😊	2005 was the baseline year for CO2 emissions in which Rotherham was high against other Metropolitan councils (2,067 kt CO2) i.e. 8.2t/head pop. However in 2006 the figure reduced to 1,798 kt CO2 i.e. 7.1t/head pop, this represents a 15.5% reduction 2005. Ref: Defra website www.defra.gov.uk/environment/localgovindicators/ni186.htm
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.	1 PWC	0	0	0				1	1	Yes	😊	Compliance with the tasks set out in the definition is from 0 to 5m, i.e. 5 levels. We registered level 0 with Defra and the Environment Agency last year and this year we aim to declare level 1.
NI 189	Flood and coastal erosion risk management	Safe	Phil Turnidge Alan Bamforth	Flooding - Environment Agency	100%	3 targets met	3					Environment Agency yr 2 targets	Environment Agency yr 2 targets	Yes	😊	We look set to comply with the year 2 targets that have been agreed with the Environment Agency.
NI 191	Residual household waste per household	Achieving	Adrian Gabriel John Bell	Number of kilograms of residual household waste collected per household	589 PWC	543	148	295	436		436	471	581	No	☹️	Figure is an estimate. Performance is significantly worse than the control target (356). There has been no further progress with the Environment Agency's examination of whether the biomass output from the Sterecycle process can count as being recycled. Therefore, at the moment, this waste has to be counted as residual waste. Even without excluding "Sterefibre" from the residual total, this is top quartile performance. When the EA accept that this material can be used for landfill restoration, this indicator will return to being on course to achieve the year end target (3rd. quarter figure would be 347).
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	41.499% PWC	47.37%	48.22%	47.69%	44.68%		44.68%	53.81%	42.62%	No	☹️	Figure is an estimate. The 3rd. quarter figure is worse than the control target (55.22%). Recycling from the H.W.R.Cs. continues to be higher than forecast (Warren Vale opened again in early October, but Carr Hill was closed for improvement work a week later). Kerbside paper collection tonnage continues to be higher than forecast. However, as last quarter, the problem of not being able to record the biomass output from the Sterecycle process as recycling (see above), means performance is far lower than forecast. Even without including "Sterefibre" in the recycling total, this is top quartile performance. With the Sterecycle output accepted in the recycling performance, this indicator would be at 56.00% for the 3rd. quarter.

Environment and Development Services Performance Indicators 2009/2010 Q3 Appendix A

Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
NI 193	Percentage of municipal waste landfilled	Achieving	Adrian Gabriel John Bell	The percentage of municipal waste which is sent to landfill	64.04% PWC	44.10%	28.66%	25.88%	26.73%		26.73%	29.81%	27.65%	Yes	😊	Figure is an estimate. The 3rd. quarter figure is better than the control target (28.98%) and vastly superior to the 3rd. quarter last year (49.12%). This indicator is also benefitting from the increasing amounts of black bin waste being delivered to the Sheffield energy from waste plant. The "Sterefibre" referred to above is still being stockpiled awaiting the Environment Agency's acceptance that this material can be used for landfill restoration. If "Sterefibre" cannot, ultimately, be claimed as recycling then this material may have to be landfilled, in which case this indicator would suffer dramatically. As it stands, however, this is top quartile performance which is projected to improve on the year-end target.
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			NOX = 99,351 KG / PM10 = 2,969	No quarter reports - annual submission on 31 July	No quarter reports - annual submission on 31 July	No quarter reports - annual submission on 31 July						
NI 195a	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Achieving	Andy Shaw Andy Roddis	Litter	3.98% PWC	9.60%	N/A	6.70%	3.9		5.30%	7%	5.4%	Yes	😊	On target
NI 195b	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting)	Achieving	Andy Shaw Andy Roddis	Detritus	6.5% PWC	15.60%	N/A	14.00%	14.40%		14.20%	15%	15%	Yes	😊	On target, but risk of higher figures owing to deterioration of highway in exceptionally cold Winter
Former LAA Stretch target	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%	615	137	204	160		501	921	668	Yes	😊	On target
NI 195c	Improve street and environmental cleanliness (levels of graffiti, litter, detritus and fly posting) LAA	Achieving	Andy Shaw Andy Roddis	Graffiti	2.00%	1.4%	N/A	1.50%	0.00%		0.75%	2.0%	1.0%	Yes	😊	On target
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	N/A	0%	0		0%	0%	0%	Yes	😊	On target
NI 196	Improved street and environmental cleanliness - fly tipping	Achieving	Andy Shaw Andy Roddis	Fly tipping	2 PWC	3 - Not Effective	1 - Very Effective	Not effective - 3	Not effective - 3			4 - Poor	Not effective - 3	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	3020	702	880	736		2318	3908	3318	Yes	😊	On target
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	41.79% PWC	17%	17%					20%	20%	Yes	😊	The Rotherham Wildlife System established during 2008 identified 96 'local sites' of which 16 (17%) had been under positive conservation management in the 5 years prior to 31st March 2009. The target of 20% set for 09/10 is based on a projected additional 3 sites under positive conservation management by March 31st 2010. This indicator is reported annually based on the position at 31st March. The 09/10 target is on course to be achieved. The PCW Benchmarking service placed Rotherham's performance against this indicator in the Lower Quartile. Key influences on local performance include resource levels and the challenges faced creating plans for the 69% of Rotherham sites in private ownership.

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Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
NI 198	Children travelling to school mode of transport usually used	Safe	Ken Wheat Paul Gibson	C&YPS collected the data Debora Johnson	5 -10 = 25.23% 11 -16 = 12.63% PWC							24.50%		No	☹️	2008/09 data age 5 -15 - car/taxi/van 25% - car chare 2.55 - public transport 14.85 - walking 56.9% - cycling 0.3% - other 0.6% <u>Therefore the aim is to reduce the percentage of children travelling by car, in 2009 24.97% travelled by ca/taxi/van</u> (by car/taxi/van 06/07 = 25.9% and 07/08 = 24.1%)
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.	49.85% PWC	39.2%						40.2%	40.2%	N/a	N/a	The annual outturn is based on responses to a specific question included in the annual DfSE TellUs survey of school children introduced in 2006 and previously managed by Ofsted. The TellUs4 survey was completed during October 2009 and will report during late January or February 2010. The PCW benchmarking analysis placed Rotherham's 2008 performance against this indicator below the Median. It is hoped that recent investments in local Play Areas (e.g. Pathfinder) will have a positive impact on the 2009 survey and an improved position overall.
AC 2	Number of new start up businesses LAA 2006-2009	Achieving	Simeon Leach Dean Hughes	Promote business start ups growth and inward investment.		238						218		Yes	😊	Looks favourable to achieve a reward grant of £681,548.
AC3	Number of incapacity benefit claimants entering into sustained employment (i) LAA 2006-2009	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						143		Yes	😊	Looks favourable to achieve a reward grant of £300,000.
AC3	Number of incapacity benefit claimants entering into sustained employment (ii) LAA 2006-2009	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						87		Yes	😊	Combined with the above indicator
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	97	30	11	22		63	2009 100	84	Yes	😊	The provisional results for quarters 1 to 3 show that we are on course to meet the target for 2009.
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	13	0	5	2		7	2009 15	9	Yes	😊	The provisional results for quarters 1 to 3 of 2009 are encouraging and if results for quarter 4 remain at a similar level the target for 2009 should be met.
BV099c (i)	Road Accident Casualties: Slight Injuries	Transport	Stuart Savage	Number of people slightly injured in road traffic collisions.	654.60	1089	272	217	223		712	2009 1164	949	Yes	😊	The provisional results for quarters 1 to 3 of 2009 are encouraging and if results for quarter 4 remain at a similar level the target for 2009 should be met.
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%	80.08%	90.55%	60.23%	70.54%		75.29%	65.00%	80.00%	No	☹️	Cabinet approved that recommended 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" earlier this 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.

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Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
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%	86.08%	87.34%	87.34%	87.34%		87.34%	90.00%		No	☹️	Near the 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%		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%	94.00%	82.70%	91.10%	93.20%		93.20%	93.00%	94.00%	Yes	😊	Major reason for failures is number of missing signs. Earlier replacement has been addressed resulting in improved performance. Now 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	☹️	Local Development Framework to be produced in 2010.
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	😊	On target
BV204	Planning Appeals	Planning	Paul Woodcock /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%	38.46%	25.00%	0.00%	30.00%		21.43%	26.00%	26.00%	No	☹️	This represents 3 out of 10 appeals allowed. The low figures involved result in large fluctuations between quarters but the cumulative figure remains under the target of 26%
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	2.56	2.45	2.16	2.50		2.37	3.00	3.00	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	8.71	9.70	6.55	6.75		7.49	9.00	9.00	Yes	😊	On target
BV218a	Abandoned Vehicles	Environment & Environmental Health	Bob Stock	Percentage of new reports of abandoned vehicles investigated within 24hrs of notification	98.55	98.90%	99.00%	99.70%	99.50%		99.40%	98.00%	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%	99.0%	99.0%	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%	11.00%	11.36%	11.69%	12.67%		12.67%	13.00%	13.00%	No	☹️	Meeting of the target is now at risk as a result of the frost damage that will have occurred during the severe conditions over Dec/Jan.
LPI 5	Removal of Fly-tipping		Andy Roddis	Average time taken to remove fly-tips (days)		0.68	1	0.6	0.60		0.7	1.00	0.85	Yes	😊	On target
LPI 6			Alan Lewis	Percentage of street lamps not working as planned. (At any one time throughout the year.)		0.76%	0.57%	0.66%	0.64%		0.63%	<1.0%	<1.0%	Yes	😊	On target
LPI 10			Bob Stock	Winter Maintenance routes gritted within allocated time.		97%	N/A	N/A	97.60%		97.60%	98.00%	98.00%	No	☹️	
LPI 11			Andy Roddis	Highway inspections achieved		99.90%	99.80%	99.2%	100.00%		99.80%	99.00%	99.50%	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.		95.10%	99.30%	97.90%	95.90%		97.70%	97.00%	97.00%	Yes	😊	On target
LPI 13			Andrew Rowley	Percentage of chargeable inspections of undertaker's work achieved.		100%	100%	100%	100%		100%	100%		Yes	😊	On target

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Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
LPI 14			Andy Roddis	Total number of actionable defects on roads and pavements per 100 kilometres of network inspected.		120.4	139.5	131.3	105.80		114.4	135.0	130.0	Yes	😊	On target
LPI 17			Stuart Carr	Revenue running costs of floor space per m².		£43.36	£7.81	£17.17	£25.00		£25.00	£40.00		NA		The measure of the cost of accommodation is difficult to benchmark due to the wide disparities in property portfolios across the sector.
LPI 20			Stuart Carr	Percentage of gross floor-space classified as good satisfactory categories A-B		59%	59%		57%		57%			NA		The current trend is a continuation of previous year, whereby the reducing figure is resultant of more extensive data collection across the authority's property portfolio, with no corresponding increase in the budget allocated to property maintenance.
LPI 21			Graham Kaye	The number of reports received of blocked gullies per 1000 gullies.		4.97	1.25	2.33	3.74			5		Yes	😊	On target
LPI 22			Alan Matthews Paul Eastell	Working days lost from work related injuries and ill health (including stress) injuries only		2516	489	374	341		1204	2264	2264	Yes	😊	If current trends continue will be better than predicted target
LPI 23			Alan Matthews Paul Eastell	Incidents rate fatal and major accidents. National Performance target is for a reduction by 10% by 2010.		10	0	2	3		5	8	8	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.		96%	90%	90%	88%		89%	100%	90%	No	😞	This figure is significantly influenced by receipt of late reports for departments within RMBC.
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.		£61,587	£15,705	£15,705	£15,705		£47,115	£62,819	£62,819	Yes	😊	On target
LPI 28a			Stuart Carr	Number of properties entering the property bank		19	2	0	3		5			Yes	😊	
LPI 28b			Stuart Carr	Number of properties exiting the property bank.		10	0	7	4		11			Yes	😊	
LPI 29			Andy Roddis	Net Spend per head of population on street cleaning.		£7.89	£2.01	£2.01	£2.01		£6.03	£8.05	£8.05	Yes	😊	On target
LPI 32	Vacancy rate on primary shopping streets of Rotherham Town Centre only premises		Neil Rainsforth	Vacancy rate on primary shopping streets of Rotherham Town Centre only premises (number of vacant units)		12.44%			17.80%			12.0%	17.80%	No	😞	Annual measure from town centre survey carried out Sep/Oct each year - 2009 survey shows increase in vacant units. Now measured on primary shopping streets only to align with corporate & economic plans.
LPI 34	All footways condition		Bob Stock	Percentage of footway network needing major repairs		9.9%	10.0%	10.4%	11.2%		11.2%	10.8%	11.8%	No	😞	Accelerated decline in conditions can be expected following the severe weather
LPI 36	Community Risks identified on the Community Risk Register.		Alan Matthews	Number of identified risks relevant to the Borough of Rotherham.		66	0	0	0		0	66		Yes	😊	No additional risks have been identified in Quarter 3
	Ditto			• Percentage of total risks covered by suitable response plans.		98%	98%	98%	98%		98%	98%		Yes	😊	Outline inundation maps have been received to allow some preliminary planning to commence but detailed plans will not be produced until full inundation maps for high risk reservoirs in the area have been received. DEFRA have allowed a fairly long lead time before detailed Plans in line with Government guidance are required. It is likely that Dam Plans will be included in next years Team Action Plan.
	Ditto			• Number of new risks identified within reporting period.		0	0	0			0	0		Yes	😊	No additional risks have been identified in Quarter 3
LPI 37	Training and Exercising		Alan Matthews	• Number of RMBC staff receiving basic Emergency Planning Awareness training annually.		244	53	0	30		118	0		No	😞	Awareness sessions took place in October and November as scheduled, it has been noted that numbers are dwindling to the awareness session however attendance is not compulsory, corporate HR are currently looking at the best way forward to progress delivery of training events that all RMBC staff should attend.

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Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
				• All Borough Emergency Operation Room named volunteer receive half day training and exercising appropriate to their role.		70%	20%	10%	30%		60%	100%		No	☹	Training events have taken place to train officers who have a role in the Borough Emergency Operations Room and in the Emergency Reception Centre Plan. A mini exercise to test the Borough Emergency Plan took place in November.
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	☺	The completed auditing toolkit based on the Cabinet Office Document "Expectations and Indicators of Good Practice" has been received back from the Directorate Emergency Planning Representatives, information contained within the toolkit together with a meeting with the representatives will be used to assess the council's preparedness to respond to and recover from a major emergency..

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%	26.77%	20.14%	19.65%	20.44%		20.44%	32.75%	20.99%	No	☹	
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	30765.02	6423.62	12352.77	18006.06		18006.06	37460.11	23836.21	No	☹	Figures are estimates. Recycling indicators are significantly lower than the control targets (31.71% & 28,197.31 tonnes). Kerbside paper collection figures are higher than forecast. Even though Carr Hill closed for improvement work from early October, recycling from the H.W.R.Cs. continues to be higher than forecast (almost 540 tonnes higher than forecast to end November). However, almost 10,000 tonnes of biomass cannot, until the Environment Agency are satisfied that the material is fit for its intended use, be counted towards the recycling total. BV82a (ii) is top quartile performance. With the Sterecycle biomass output accepted as included in the recycling total, the 3rd. quarter figures would be 31.76% and 27,982.98 tonnes.
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%	20.59%	28.09%	28.04%	24.25%		24.25%	21.06%	21.63%	Yes	☺	
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	23662.48	8958.94	17632.95	21361.13		21361.13	24083.06	24555.64	Yes	☺	Figures are estimates. 3rd. quarter figures are better than control targets (23.51% & 20,906.82 tonnes). Kerbside green waste is more than 4% higher (720 tonnes) than quarter 3 last year and H.W.R.C. green waste figures are 6% higher than the same period last year. As part of the final phase of the alternate week collection system 2,000 households in rural areas of the authority commenced green bin collections from October 2009. Both indicators are on track to improve upon the year-end targets and are both in the top quartile.
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%	9.58%	13.35%	17.83%	19.80%		19.80%	18.60%	20.24%	Yes	☺	Figures are estimates. 3rd. quarter figures are better than control targets (18.02% & 16,024.71 tonnes) and a huge improvement on quarter 3 last year (4.84% & 4343.02 tonnes). Since October some of the output from the Sterecycle process has been sent to the Sheffield energy from waste plant which has boosted performance still further. This is top quartile performance for BV82c (i) and both indicators are on track to improve on the year-end targets.
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	11014.58	4256.80	11213.49	17440.72		17440.72	21269.17	22984.34	Yes	☺	
BV82d (i)	Household waste management (landfilled)	Waste and Cleanliness	Hugh Long	Percentage of household waste arisings which have been landfilled	50.40%	43.06%	26.91%	23.71%	24.20%		24.20%	27.59%	25.42%	Yes	☺	Figures are estimates. Both indicators are better than control targets (26.75%

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Indicator number	Indicator title	BV Theme	Officer Responsible	Description	Top Quartile 08/09	08/09 Actual or baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	cumulative	Year End Target	Outturn Projected	Target Y/N	Rating	Comments
BV82d (ii)	Household waste management (landfilled)	Waste and Cleanliness	Hugh Long	Total tonnage of household waste arisings which have been landfilled	46622.00	49491.13	8580.97	14908.72	21317.71		21317.71	31561.10	28864.97	Yes	😊	Both indicators are better than control targets (20,767.7 & 23,780.76 tonnes) and immensely better than quarter 3 last year (48.62% & 43,601.64 tonnes). As increasing tonnages of household waste are recycled, composted and used for energy recovery, this indicator continues to reduce. "Stereofibre" is still being stockpiled awaiting the Environment Agency's agreement that this material can be classed as recovery (recycling). If this biomass cannot, ultimately, be claimed as recycling then this material may have to be landfilled, in which case this indicator would suffer dramatically. Both indicators represent top quartile performance.
BV84a	Household waste collection (kilograms per head)	Waste and Cleanliness	Hugh Long	Number of kilograms of household waste collected per head	387	453.6	501.8	494.6	462.0		462.0	449.9	446.6	Yes	😊	Figure is an estimate. The 3rd. quarter figure is better than both control target (466.3) and quarter 3 last year (471.9). Outturn figure is forecast to be slightly better than the year-end target. The reduction in household waste arisings noticed in quarter 2 has accelerated in quarter 3. The final phase of the alternate week collection system introduced in October 2009 seems to have further contributed to the success of this indicator.
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%	-3.80%	-0.26%	-1.09%	-2.08%		-2.08%	-0.82%	-1.54%	Yes	😊	Figure is an estimate. The 3rd. quarter figure is better than the control target (-1.18%), but not as good as quarter 3 last year (-2.97%). The outturn figure is now forecast to be better than the year-end target. This is continued evidence of the success of the alternate week collection system in reducing waste arisings.
BV86	Cost of household waste collection	Waste and Cleanliness	Adrian Gabriel	Cost of household waste collection per household	£44.50	£53.37	£52.36	£51.16	£50.47		£50.47	£52.80	£50.30	Yes	😊	3rd. quarter figure is better than control target (£52.88) and is forecast to improve on the year-end target. The 3rd. quarter figure also shows a significant improvement on quarter 3 last year (£55.38). Reduced recycling collection costs, blue box income and general savings from reduced repairs, maintenance, tyres & fuel have all contributed to lower than forecast collection costs.
BV87	Municipal waste disposal costs	Waste and Cleanliness	Adrian Gabriel	Cost of waste disposal per tonne of municipal waste	£45.10	£38.68	£44.08	£45.71	£48.31		£48.31	£49.69	£49.92	No	😞	Figure is an estimate. 3rd. quarter figure is marginally worse than control target (£48.05) and is forecast to be slightly worse than the year-end target. Savings from disposal contracts are continuing, but unfortunately PFI procurement costs continue to be higher than forecast.
LPI88	Missed collections	Waste and Cleanliness	Bob Morrison	Number of collections missed per 100,000 collections of household waste	N/A	33	22	23	22					Yes	😊	The Q3 result is a vast improvement on the baseline.

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

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Environment & Development Services NI and KPI Performance – 2009/2010

This report sets out the third quarter performance results (1 April 2009 to 31 December 2009) for Environment and Development Services (EDS). In total, 107 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 Survey, taken from the National Indicator Set was sent out to c5,200 residents in September 2008. This survey was conducted by MORI; the results are now available.

This section shows indicators that have not achieved their set target. (Performance period 3, April 2009 to 31 December 2009)

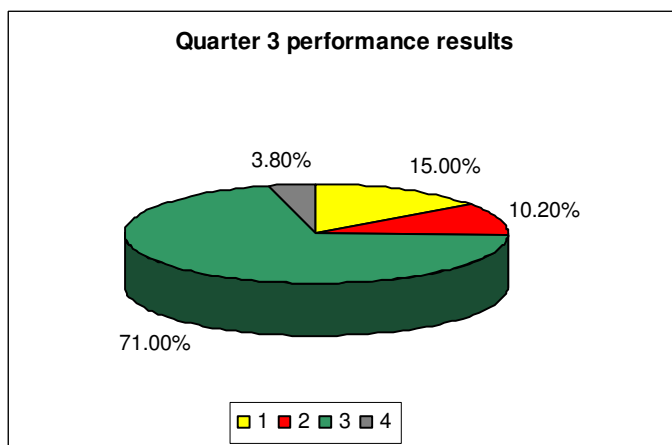
Number of indicators reported 107.

Number of indicators that have achieved their target and in the **green** zone is 76 (71%).

Number of indicators that are slightly outside their target and in the **amber** zone is 16 (15%); indicators in this category are slightly below their target.

Number of indicators that have not achieved their target and in the **red** zone is 11 (10.2%), 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 4 (3.8%)



The PI's not achieving their target in quarter 3 of 2009/2010 are:-

Rotherham Achieving Planning and Regeneration

- **BV 200b** Plan making milestone which the current Local Development Scheme (LDS) sets out

PI Lead Officers Phil Turnidge

Actual 08/09	Target 2009/10	Q. 3. 2009/10	Projected OT	TQ	Gov Target
No	No	No	No	N/A	Complete LDS

The updated draft of LDS containing revised Development Plan Document (DPD) programme is being prepared but cannot be finalised for approval by members as progress on the Joint Waste DPD with Doncaster and Barnsley and a new timeline has yet to be agreed for the constituent LDS's.

- **NI 154** Net additional homes provided (**LAA**)

PI Lead Officer – Andy Duncan and Nick Ward

Top quartile PWC	Baseline 2008/09	Target 2009/2010	Q.3. 2009/10
1400.5	588	450	269

The rate of completions has fallen sharply due to market conditions, and reflect low levels of new planning permissions being sought and low numbers of new dwellings being started in the last year or so. Market conditions are a major factor with this indicator, but work is being carried out with industry partners to encourage development on a number of new sites. Work is also underway to ensure that the supply of ready to developed sites is identified, to ensure an adequate supply for when the market picks up.

- **NI 159** Supply of ready to develop housing sites

PI Lead Officer – Andy Duncan and Nick Ward

Top quartile PWC	Baseline 2008/09	Target 2009/2010	Q.3. 2009/10
N/A	80.34%	100%	78.31%

Please note that the Strategic Housing Land Availability Assessment is not complete and this figure represents overall supply rather than a "deliverable 5 year supply". This figure is provisional and will not meet the requirements of the guidance until the Strategic Housing Land Availability Assessment (SHLAA) is completed, at which time the figure will fall considerably. The production of the SHLAA is a pre-requisite to servicing this indicator and the production of the LDF. The production of the LDF and the SHLAA are interdependent and it is important that both are adequately resourced.

Rotherham Safe Streetpride

- **NI 191** Residual Household waste per household – number of kg collected per household.

PI Lead Officer – Adrian Gabriel

Top quartile PWC	Baseline 2008/09	Target 2009/2010	Q3. 2009/10
589 kg	543 kg	471 kg	436 kg

PriceWaterhouseCoopers (PWC)

Figure is an estimate.

Performance is significantly worse than the control target (356). There has been no further progress with the Environment Agency's examination of whether the biomass output from the Sterecycle process can count as being recycled. Therefore, at the moment, this waste has to be counted as residual waste. Even without excluding "Sterefibre" from the residual total, this is top quartile performance. When the EA accept that this material can be used for landfill restoration, this indicator will return to being on course to achieve the year end target (3rd. quarter figure would be 347).

NB: Reference Sterecycle comment 25 Jan. 2010, they have applied for a revision in their environmental permit that will if granted enable them to count the Sterefibre material in with the total recycled waste. They have also arranged to meet with the Environment Agency on this subject in early February 2010.

- **NI 192** Percentage of household waste sent for reuse, recycling and composting

PI Lead Officers – Adrian Gabriel

Top quartile PWC	Baseline 2008/09	Target 2009/2010	Q.3. 2009/10
43.18%	47.37%	53.80%	44.68%

Figure is an estimate.

The 3rd. quarter figure is worse than the control target (55.22%). Recycling from the H.W.R.Cs. continues to be higher than forecast (Warren Vale opened again in early October, but Carr Hill was closed for improvement work a week later). Kerbside paper collection tonnage continues to be higher than forecast. However, as last quarter, the problem of not being able to record the biomass output from the Sterecycle process as recycling (see above), means performance is far lower than forecast. Even without including "Sterefibre" in the recycling total, this is top quartile performance. With the Sterecycle output accepted in the recycling performance, this indicator would be at 56.00% for the 3rd. quarter.

NB: Reference Sterecycle comment 25 Jan. 2010, they have applied for a revision in their environmental permit that will if granted enable them to count the Sterefibre material in with the total recycled waste. They have also arranged to meet with the Environment Agency on this subject in early February 2010.

Performance – Direction of travel against the previous year

Generally the direction of travel has declined for:-

	<u>2008/09</u>	<u>2009/10</u>
NI 9 Use of public libraries	43.5%	43%
NI 151 Overall employment rate LAA	71.80%	69.6%
NI 152 Working age people claiming out of work benefit	14.30%	15.4%
NI 153 People out of work and claiming benefit	27.4%	28.6%
NI 154 Net additional homes provided	588	269
NI 159 Supply of ready to develop housing sites	80.34%	78.31%
NI 173 People falling out of work onto incapacity benefit	2.6%	2.8%
NI 191 Residual waste collected per household	543kg	436kg
NI 192 % of household waste sent for reuse, recycling and composting	47.37%	44.68%
BV106 New homes built on previously developed land	80.08%	75.29%
BV 178 Footpaths and rights of way easy to use	94.00%	93.2%
BV 224b Condition of unclassified roads	11%	12.67%

LPI 5	Removal of fly tipping (in days)	0.68	0.7
LPI 34	% of footway network needing major repairs	9.9%	11.2%
BV 82a i	% household waste sent for recycling	26.77%	20.44%
BV 82a ii	Tonnage household waste for recycling	30,755	18006
BV 87	Cost of waste disposal	£38.68	£48.31

Quartile positions – Q 3 compared with 07/08 All England Index and the benchmarking club the Council has entered into with Price Waterhouse Coopers (PWC)

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

All England - Top Quartile 47% (32)

- BV082a ii Tonnage of waste recycled
- BV082b i Household waste % composed.
- BV082b ii Household waste tonnage composting
- BV082d i % of waste arisings land filled
- BV082d ii Tonnage of household waste land filled

- BV082c Tonnage of household waste used for heat and power
- BV099 Road accident casualties KSI children

- BV100 Temp road closures
- BV 156 Disabled access to public buildings
- BV165 Pedestrian crossings equipped for the disabled
- BV 178 Footpaths and rights of way easy to use by the public
- BV 204 Planning appeals
- BV205 Quality of the planning service
- 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.
- NI 48 Children KSI in road traffic accidents (PWC)
- NI 157a Planning applications Minor
- NI 157b Planning applications Minor
- NI 157c Planning applications Other
- NI 175 Access to service by public transport, walking, cycling (PWC)

- NI 177 Local bus and light rail passenger journeys originating in the LA area (PWC)

- NI 185 CO2 reduction from operations, building and transport (PWC)
- NI 189 Flood risk management (PWC)
- NI 191 Residual household waste per household (PWC)
- NI 192 % of household waste sent for reuse (PWC)
- NI 193 % of municipal waste landfilled (PWC)
- NI 195d Improve street cleanliness - fly posting (PWC)
- NI 195c Improve street cleanliness - graffiti (PWC)

- NI 196 Improve environmental cleanliness – fly tipping (PWC)
- NI 198 Children travelling to school, mode of transport used (PWC)

Median Quartile 8.8% (6)

- BV099 Road accident casualties: KSI all people

- BV 224b Condition of Unclassified Roads
- NI 47 People KSI in road traffic accidents (PWC)
- BV106 New homes built on previously developed land
- NI 168 Condition of principal roads **LAA**
- NI 169 Condition of non principal roads

Average 13.3% (9)

- BV082cii Tonnage of h/h/waste recovered for heat and power.
- BV086 Cost of waste collection per household
- BV087 Municipal waste disposal costs
- BV099c Road accident casualties slight.
- NI 167 Congestion average journey time **LAA** (PWC)
- NI 170 Previously developed land vacant for more than 5 years (PWC)
- NI 176 Working age people with access to employment public transport (PWC)
- NI 188 Planning to adapt to climate change (PWC)
- NI 195a Improve cleanliness – litter (PWC)

by

Bottom Quartile 30.9% (21)

- BV 82ai Household waste recycled %
- BV 84a Household waste collection (kg per head)
- BV084b % change from the previous year in kg collected per head
- NI 8 Adult participation in sport (PWC)
- NI 9 Use of public libraries (PWC)
- NI 10 Visits to museums and galleries (PWC)
- NI 11 Engagement in the Arts (PWC)
- NI 151 Overall employment rate **LAA** (PWC)

- NI 152 Working age people claiming out of work benefit **LAA** (PWC)
- NI 153 Working age people out of work, claiming benefits in worst neighbourhoods (PWC)
- NI 154 Net additional homes provided **LAA** (PWC)
- NI 166 Average earnings of employees (PWC)
- NI 171 VAT registration rate (PWC)
- NI 172 VAT registered businesses in the area showing growth (PWC)
- NI 173 People falling out of work and on incapacity benefit (PWC)
- NI 174 Skills gap reported by employers (PWC)
- NI 178 Bus services running on time (PWC)
- NI 186 CO2 reduction per capita (PWC)
- NI 195b Improve cleanliness – detritus (PWC)
- NI 197 Improve local biodiversity (PWC)
- NI 199 % of children and young people satisfied with parks and play areas

National Indicator Set Review

A review of the National Indicator Set (NIS) is currently underway. During August into September Government Offices are seeking feedback from local authorities and their partners on the effectiveness of the current set, lessons learned from its development and the impact of the NI since its introduction. This will be fed into the national Project Board overseeing the review and inform the approach to delivering an improved set for the next spending cycle.

Place Survey – September 2008 (Three year interval)

Example

NI 37 Awareness of civil protection arrangements in the local area:

Rotherham is firmly in the 50th percentile (2nd quartile) with a Place Survey 2008 score of 15.5%. This is slightly above the national average of 15.3%. Yorkshire and Humber is the highest scoring region (16.9%). Whilst the recent flood events may be attributed to raising awareness it is interesting to note that Rotherham's close neighbour, Sheffield, obviously also experienced dramatic flooding and does not score so highly (12.7%)

The percentage range from the lowest regional to the highest regional average is only 3.1% (London 13.8% to Yorkshire and Humber 16.9%) therefore significant improvements in public awareness of what to do in emergencies would only be reflected in a very small percentage increase.

Active People 3 Survey - Oct 2008 to Oct 2009 (Annual survey)
NI 8 Adult Participation in Sport

PI Lead Officer: Stave Hallsworth & Phil Gill

Top Quartile (PWC)	2006 APS 1 (Baseline)	2008 (APS 2)	2009 (APS 3)	2009 Target
23.2%	18.7%	19%	19.4%	20%

This indicator is measured by the Sport England / MORI Active People Survey (APS).

APS seeks to ascertain local levels of participation in sport and culture via a telephone survey of a sample of at least 500 residents in each borough. The survey is completed independently of local councils.

The Rotherham target of 20% for 2009/10 reflected the Government's ambition to achieve an annual 1% increase in the number of adults (age 16+) participating in sport and active recreation for at least 3 x 30 minute sessions per week. Reported participation levels have however fallen short of the target by 0.6%. Nationally, other councils have experienced little change to this indicator and due to the small sample taken the confidence interval is +/-3.4%.

Driving up participation in sport is a key aim of the Council's Sports Development Unit (a team of 5 officers covering the whole borough) and its partners in the Rotherham Active Partnership (RAP) – mainly public and voluntary sector representatives) who are together currently finalising a ten year strategy for sport and active lifestyles in Rotherham. The strategy will take into consideration key challenges arising out of the socio economic profile of the borough and in particular relatively high levels of deprivation which is an important influencing factor in people's abilities to access sport and active recreation.

NI 9 Adult Usage of Public Libraries

PI Lead Officer: Elenore Fisher & Bernard Murphy

Top Quartile PWC)	2008 (APS 2)	2009 (APS 3)	2009 Target
51.59%	43.5%	43%	45%

This indicator is also measured by the Sport England / MORI Active People Survey (APS). Questions related to libraries, museums and engagement in the arts were however not introduced until Active People 2 which reported in 2008. Between the 2008 and 2009 surveys the % of Rotherham residents who stated that they used Libraries at least once within the last 12 months dropped by 0.5% to 43%. However, as with the sports participation data any analysis needs to take into consideration a confidence interval which in this case is +/- 4.3%. The

level of change over 2008 is therefore statistically insignificant and more likely indicating static levels of participation rather than an actual fall.

Analysis of Active People Survey data which appears to suggest a correlation between local levels of deprivation and participation in culture and the arts generally. Government analysis of its own survey of participation in sport and culture ('Taking Part') draws similar conclusions. Local developments in Library services do however suggest some positive local trends arising out of the provision of new facilities (e.g. Wickersley) and an improved trend in the number of 'Active Borrowers' (i.e. library users borrowing at least one item per year).

NI 10 Adult Usage of Museums

PI Lead Officer: Elenore Fisher

Top Quartile (PWC)	2008 (APS 2)	2009 (APS 3)	2009 Target
56.2%	43.8%	44.1%	45%

This indicator is also measured by the Sport England / MORI Active People Survey (APS). Rotherham's % score has increased by 0.3% since 2008 but this brought overall performance below the target of 45%. Similar to the APS measured indicators discussed above the % changes were inside the range of the confidence interval of +/-4.3% therefore indicating no significant statistical change and static levels of usage

It should be noted that this indicator is concerned with usage of museums across the sector and is not restricted to usage of those owned and managed by Councils nor to those within a survey respondent's the borough of residence.

As with the Sports and Libraries indicators discussed above the Service Planning process will take into consideration survey findings and what these are telling us about local demographic profiles and how these appear to link to a propensity to use cultural facilities.

Performance clinics

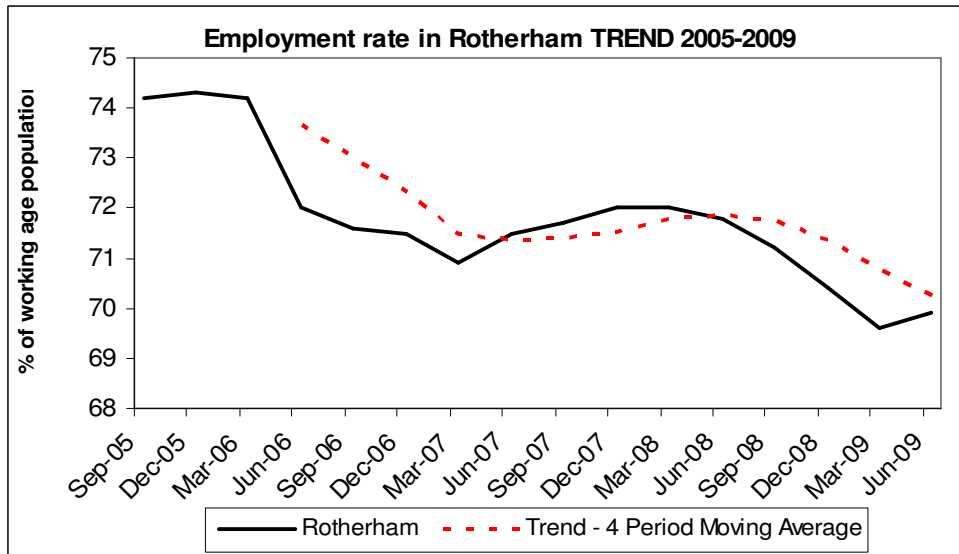
A Corporate Performance Clinic was held on the 22 September 2009 for:
 NI 151 – Overall employment rate **LAA** – Forecast to miss the target in year one
 NI 152 - Working age people on out of work benefits **LAA** – Forecast to miss the target in year one

A review will be carried out in March 2010.

Reference the Economic Bulletin on the latest quarterly release by the Office for National Statistics of the Annual Population Survey labour market data for the period to June 2009.

This shows Rotherham's employment rate at 69.9% with unemployment at 9.1% - indications that unemployment may hopefully be close to its peak and see the

employment rate stabilising after large rises at end of 2008 / beginning of 2009. Future quarter releases will either confirm / disprove this, with a very slow economic national recovery predicted during 2010.



Audit Commission inspection – carried out by KPMG

No EDS National Indicators have been identified for inspection in 2008/2009.

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 Annette Senior
Planning and Regeneration	NI 47 People killed or seriously injured in road traffic accidents LAA	BV 99 Road accident casualties KSI – all	Tom Finnegan-Smith Stuart Savage
Planning and Regeneration	NI 48 Children killed or seriously injured in road traffic accidents	BV 99 Road accident casualties KSI - children	Tom Finnegan-Smith 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 neighbourhoods	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 Nigel Hancock
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	Tom Finnegan-Smith 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 Scott Thurlby
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	Tom Finnegan-Smith Paul Gibson
Planning and Regeneration	NI 176 Working age people with access to employment by public transport (and other specified modes)	Exists	Tom Finnegan-Smith Paul Gibson SYLTE
Planning and Regeneration	NI 177 Local bus passenger journeys originating in the authority area	Exists	Tom Finnegan-Smith Paul Gibson SYLTE
Planning and Regeneration	NI 178 Bus services running on time	Exists	Tom Finnegan-Smith 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	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	Phil Turnidge David Edwards
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	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	David Rhodes Steve Cope
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 travelling to school – mode of transport usually used	New –	Tom Finnegan-Smith 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 –

www.communities.gov.uk/publications/localgovernment/finalnationalindicators

Frequently asked questions – see NI 185 and NI 195

<http://www.audit-commission.gov.uk/localgov/audit/nis/Pages/faqs.aspx>

Place Survey website

<http://www.communities.gov.uk/publications/corporate/statistics/placesurvey2008>

National Indicators were updated again in January 2009:

- NI 47 People killed or seriously injured in road traffic accidents
- NI 47 Children killed or seriously injured in road traffic accidents
- NI 167 Congestion – average journey time per mile during the morning peak
- NI 170 Previously developed land that has been vacant or derelict for more than 5 years
- NI 171 New business registration rate
- NI 172 % of small businesses in the area showing employment growth
- NI 185 CO₂ reduction from local authority operations
- NI 191 Residual municipal waste per household
- NI 193 % of municipal waste to land filled
- NI 194 Air quality -% reduction in NO_x and PM₁₀ emissions through local authority estates and operations.

Projects	Equalities Q3
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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 Rotherham Connect

This report covers the period 1st September and 31st November 2009. During this period we surveyed 304 customers by telephone, who had contacted the Council Via RBT Connect to make a report.

We asked customers how they made their report, the following table gives a breakdown.

96%	292	Streetpride Connect	0%	1	Via a Councillor
3%	8	Visit Council Building	0%	1	Website

There were 2 people (1%) who told us they had contacted us via the Switchboard.

When we asked respondents how easy it was to contact us, 98% (297) people said it was very easy / fairly easy. 3% (7) people said they had had some difficulty in contacting.

1. could not find telephone number in yellow pages - had to search on web site to find"
2. "switchboard passing customer around and cost customer 5 pound in credit"
3. "waiting in the queue for approx 10 mins"
4. "rang housing and passed around several times before through to Streetpride where she had to hold a short while"
5. "passed through several departments"
6. "Wasn't sure of number"
7. "always gets passed around on the phone."

85%	257	Very easy	13%	40	Fairly easy
2%	5	Fairly difficult	1%	2	Very difficult

Customers were asked to rate their overall satisfaction on how their report was dealt with. 80% (244) said the service was either very good or good. However 20% (60) people thought the service was poor or very poor.

52%	159	Very good	28%	85	Good
16%	49	Poor	4%	11	Very poor

Of those who responded there were 120 (39%) male and 155 (51%) female, 29 people did not answer this question. 26% (80) of those surveyed said that they considered themselves to be disabled, with 82% saying they had a physical or mobility impairment, 2% suffering from sensory impairment and 11% had a non visible condition.

When we asked respondents to describe their ethnic background 251 (83%) said they were white British and 3% (8) were from BME groups, 3 of which said they were from the Pakistani community, one Kashmiri, two British Asians, one Hungarian and one person did not expand on their ethnicity.

We asked customers which age group they were in and the following table give a breakdown of the data we gathered.

2%	6	Under 25	14%	43	35-44	15%	46	55-64
8%	23	25-34	11%	32	45-54	36%	108	65 or over

Summary

- In line with previous quarters the most popular way of contacting Streetpride was via Streetpride Connect
- Vast majority of callers had little difficulty contacting Streetpride.
- 7 out of 304 experienced some difficulties contacting Streetpride – monitoring data relating to a full year will be examined at end of quarter 4 to analyse if there are any common factors that are inhibiting customers from contacting Streetpride. This data will be disaggregated.
- Overall satisfaction levels for Quarter 3, 2009 stand at 80%.
- 20% of respondent’s were not happy with the service received. To ensure this is not a seasonal blip, the results will be analysed at year end to ensure accuracy in service satisfaction/dissatisfaction.
- More women (51%) responded this quarter than men (39%): 26% of respondent’s declared having a disability which is higher than the borough average of 22%: 83% of respondent’s were White British and 3% of respondent’s were from BME groups.
- Efforts are being made to increase the number of Streetpride Champions from the BME community. It is hoped that this should increase the number of responses from the BME community.

Development Control

This report covers Quarter 3 period 1st Oct 2009 to 31st Dec 2009. 496 questionnaires were distributed during this period and 9 completed forms were returned giving a 1.8% response rate.

We asked respondents what capacity they were acting in.

5	56%	An agent acting for another	1	11%	Part of a business
3	33%	A private individual	0	0%	On behalf of my employer

This table indicates how service users contacted us. Some people ticked more than one option.									
7	78%	by telephone			6	67%	by letter/e-mail		
1	11%	a visit to our office			3	33%	through the planning portal		
0	0%	Other							
How would you rate the service provided in the process of your application?									
3	33%	Very good	0	0%	Neither good / poor	0	0%	Very poor	
5	56%	Good	1	11%	Poor				
All 9 (100%) applications were approved.									
63% (5) responses received were from males, and 38% (3) from females. 1 person did not respond to this question. No one considered them-self disabled.									
Following table gives ages of the respondents who answered this question.									
0	0%	Under 25	3	38%	35 to 44	0	0%	55 to 64	
0	0%	25 to 34	5	63%	45 to 54	0	0%	65 or older	
Q14 Eight people (89%) described their ethnic origin as White British and one person did not answer the question.									

- The majority of responses were submitted from agents and contacted the Planning service via telephone or letter/email.
- 89% rated the service as “Very Good” or “Good”
- Majority of respondents were male (63%) and “White British” (89%) and none were disabled.
- The poor response rate will be examined in more detail at the end of Quarter 4. The process of sending out questionnaires and how they are sent will be examined to see if changes could be made.
- Equality Framework for Local Government (EFLG) and Customer Service Excellence (CSE) requirements stipulate that we demonstrate equality in service delivery in terms of access to services and satisfaction, from all communities.

Building Control Questionnaire											
This report covers Quarter 3 period 1 st October to 31 st December 2009. 228 questionnaires were distributed during this period and 44 completed forms were returned giving a response rate of 19%.											
In which capacity do you use the Building Control Service?											
Applicant/House Owner							35	80%			
Agent/Architect							2	5%			
Builder/Developer.							9	20%			
Please indicate overall how satisfied/dissatisfied you were with the quality of our service:											
Very Satisfied			43%	19	Dissatisfied			0%	0		
Satisfied			50%	22	Very Dissatisfied			0%	0		
unable to comment			2%	1							
If you are a regular user, has the quality of service:-											
No reply							34	77%			
Improved							3	7%			
Remained unchanged							7	16%			
Worsened							0	0%			
Are you?											
Male				28	64%	Female			14	32%	
Do you consider yourself to be disabled?											
Yes			1	2%	No			37	84%		
If you answered yes to the above question, and if you wish, please tick as many boxes below that you consider applies to you:											
Physical or mobility impairment							1	100%			
What is your age?											
Under 25		0	0%	35 to 44		13	30%	55 to 64		9	20%
25 to 34		3	7%	45 to 54		9	20%	65 or older		7	16%
How would you describe your ethnic origin (please tick only one box)											

White British	40	91%
Decline to answer	1	2%
No reply	3	7%

Summary

- 228 questionnaires distributed, 19% response rate.
- Majority of respondent's were "Applicant/House Owners" (80%): "White British" 91%) and male (64%)
- 93% of respondent's happy with overall quality of service.
- There are no responses from the BME community. As the BC service could potentially be accessed by any member of the community, a full analysis will be made at end of Quarter 4 to see how the whole "process" could be reviewed to increase greater and more diverse service take up.

Risk Management

Ris-Gen is the Councils corporate and service risk register.

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

EDS high risks have been identified in this report.

- Business Support – [Service register has been refreshed](#)
- Planning and Transportation – [Service register has been refreshed](#)
- Culture and Leisure – [Service register has been refreshed](#)
- EDS's responsibility for the corporate risks - [Register has been refreshed](#)
- Streetpride - [Service register has been refreshed](#)
- Asset Management - [Service register has been refreshed](#)

Catalogue of red risks:

- 006/03e Waste management strategy – David Burton – PFI two contractors selected for final bid, Doncaster to make an involvement decision.
- Yes project – Karl Battersby - Planning application for renewal of the permission submitted Jan 2010 permission. Reserved matters application expected in the spring.
- Reservoir failure – John Bufton – Ulley, works are under way due for completion March 2010. Ulley planning permission has been obtained, none is require for the rest
- Worksmart – Paul Smith – Work left to do, train and embed the process of workstyle. Revision of the business case is underway as part of the

- current organisation review.--Strategic Leadership Team (SLT) to review use of business case to justify the implementation of Work Smart.
- 007/01b Town centre screen partnership – funding difficulties – Phil Rogers and Marie Hayes
 - 006/01 Inadequate care of collections – Phil Rogers and Elenore Fisher museum collections and artefacts to be correctly stored and recorded
 - 008/01 Peoples network, connects libraries to the network – funding secured computer refresh to take place – Phil Roger and Marie Hayes
 - 024/00b Condition of the highways – unclassified roads – David Burton and David Cooper
 - 025/00c Persimmon Homes 278 agreement – John Bufton – Outstanding money from the Bramley Scheme £k450
 - 015/03b Financial Pressures associated with floods in July 2007 – David Cooper – Flood alleviation schemes, key drainage issues
 - 021/01a Interim waste disposal contract – sign off contracts - David Burton and Adrian Gabriel – maximise recycling opportunities
 - 023/00a Car parking income concern – Business Parking Strategy to be written – David Burton and David Cooper
 - 002/05a Local Development Framework (LDF) - Phil Turnidge
 - 011/00b Building Control fee income affected by the downturn - Paul Woodcock and Keith Hirst
 - 013/00b Development Control fee income affected by the downturn – Paul Woodcock and Bronwen Peace
 - 009/01 Plan manage and monitor the local transport plans – Paul Woodcock and Tom Finnegan-Smith – Prepare inputs into new LTP 3
 - 015/00b Rotherham Central Station and associated rail improvements – Paul Woodcock and Tom Finnegan-Smith
 - 010/00b ICT strategy – computer refresh programme now being carried out by Work Smart (Document Storage) - Diane Douglas
 - 005/01b Fill vacant town centre properties - Paul Woodcock and Julie Roberts
 - 006/01a External funding – secure for economic growth - Paul Woodcock and Simeon Leach –
 - 010/01a High Street Redevelopment – Paul Woodcock and John Smales - To secure legal agreements with property owners
 - 017/00a All Saints/ Minster Pubic Realm – Funding from Yorkshire Forward – Paul Woodcock and Simeon Leach
 - 016/01c Bellows Road Rawmarsh – shopping centre CPO's – Paul Woodcock and John Smales
 - 00501/e Fill vacant town centre properties – Paul Woodcock and Julie Roberts - secure end users (e.g. Retail, leisure, office) for existing vacant space and development schemes - e.g. Westgate Demonstrator Project
 - 018/00b Rotherham Markets - income and occupancy level - Paul Woodcock and Julie Roberts - renovating vacant units and offering a rent free period to new occupants. The rent free period depends on the cost and amount of renovation carried out
 - 004/02f Major projects – Worksmart – Ian Smith and Paul Smith
 - 004/06a Improvement of school buildings to meet Government Standards – Ian Smith and Brian Barrett

- 008/01b Business continuity asset management – Ian Smith and Kim Phillips
- 006/06 Capital and Asset Management - Ian Smith and Carole Smith - Develop and implement new estates and asset management strategy across the council.
- 009/01a Viability of Facility Services (Cleaners) – Ian Smith and Kim Phillips – Schools Balfour Beatty contract.

Alan Platt
January 2010

Performance and KPI Q3 Report 2009-2010