

Improving Places Select Commission – 11 January, 2017

Regeneration and Environment Performance Update Report

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Damien Wilson, Strategic Director of Regeneration and Environment

Report Authors

Julian Hurley
Jonathan Priestley

Ward(s) Affected

All

Executive Summary

To update Members with performance information regarding the services provided by the Regeneration & Environment Directorate

Recommendations

To note the contents of the report

List of Appendices Included

Appendix A: R & E Scorecard

Background Papers

None

Consideration by any other Council Committee, Scrutiny or Advisory Panel

None

Council Approval Required

No

Exempt from the Press and Public

No

Regeneration and Environment Performance Update Report

1. Recommendations

1.1 Members are requested to note the content of the report.

2. Background

2.1 The performance and quality of services provided to customers by the Directorate are monitored and measured using 40 key indicators found in the Performance Scorecard for the service (**Appendix A**). The scorecard is systematically updated by representatives from the Performance and Quality Unit and distributed to Managers within the service on a quarterly basis.

2.2 Information from the Performance Scorecard is used by the Performance and Quality Team to provide quarterly reports to the Directorate Management Team on a quarterly basis where areas of underperformance are challenged.

2.3 24 of the indicators included in the Performance Scorecard are also reported as part of the performance monitoring framework that supports the delivery of the Council's Corporate Objectives through the Corporate Plan.

2.4 27 indicators in the scorecard are reported quarterly, 2 indicators are reported 6 monthly and the remaining 11 are reported annually.

3. Key Issues

3.1 Performance information for the 3rd quarter of the year is currently unavailable but is being collated by the members of Performance and Quality Unit which will be reported to the Directorate Management Team on 20 January 2017.

3.2 The current status of performance for the service at the end of the 2nd quarter (April – September 2016) confirms the following ;

- 4 indicators are off target (Red)
- 22 indicators are on target (Green)
- 2 indicators are (Amber) - off target but progress towards achieving the target is satisfactory
- 12 measures are reported annually and information will be available at the end of quarter 4

3.3 The table below provides examples of the service where performance is good.

Indicator	Target	Performance
Levels of Street Cleanliness Scorecard Line Number 11	<5%	0%
Following re- inspection of grounds maintenance work achieve no more than 5% defective/ not to work Standard. Scorecard Line Number 18	<5%	0%
Number of grounds maintenance customer contacts. Scorecard Line Number 20	<719	286 618 (Cumulative)
Number of missed bins per 100,000 collections Scorecard Line Number 21	60	52.11
% of household waste sent for reuse (recycling & composting) Scorecard Line Number 22	45%	50.41% (Outturn forecast 45.17%)
% of municipal waste landfilled. Scorecard Line Number 31	6%	1.59% (Forecast outturn 2.70%)
Percentage of Major Planning Applications within 13 weeks Scorecard Line Number 45	95%	100%

3.4 The table below provides information about the service where performance is off target

Indicator	Target	Performance
Number of people borrowing books and other materials (Cumulative) Scorecard Line Number 9	25,000	16,621
<p>Actions taken to improve performance and quality include ;</p> <p>The offer to customers has been improved following a revision of the Libraries Strategy which sets out the vision for the service over the next few years and contains a number of key actions that, when implemented, will help improve and sustain the service.</p> <p>Initiatives aimed at improving the take up of the service are continuing ; for example .taking part in the BBC's #lovetoread promotion and encouraging staff to become Reading Ambassadors as part of the Publishers Association's Reading for Pleasure initiative</p> <p>Although the number of people borrowing books from libraries is declining, the number of people visiting the service is remaining broadly consistent and the number of people participating in active learning e.g. IT sessions, Rhymetime, reading and health activities, is actually increasing.</p>		
Aggregate Pedestrian footfall in the Town Centre Scorecard Line Number 10	23,700,000	11,539,444
<p>Actions taken to improve performance include ;</p> <p>Commissioning of the Town Centre Master-plan that sets the delivery programme for the redevelopment of a number of key sites, Agreement to purchase Forge Island as a priority site for development within the town centre and delivery of a £17m Capital Strategy where work is underway to prioritise projects and outline business cases for a number of projects including a cinema/ leisure scheme on Forge Island, residential schemes linked to the starter homes programme, redevelopment of Rotherham Markets are being developed.</p> <p>Actions also continue to market and promote the town centre, these include both the 'Shop Local' promotion during the Summer and Festive Campaigns. Joint working is ongoing with South Yorkshire Police Authority to identify and address ongoing issues of crime and anti-social behaviour. An additional £20,000 is also being invested in events and activities up to the end of May 2017 to widen the appeal of events and to drive footfall on key dates.</p>		

% of licence holders that demonstrate adherence to the requirements of the Council's Hackney Carriage and Private Hire Policy Scorecard Line Number 6	100%	Figures for each sub-indicator: 1) 100% 2) 98% 3) 98% 4) 62%
<p>Performance data for quarter 3 is available (as detailed above)</p> <p>The measure is split into 4 key components and performance is as listed above; 1) % of eligible licence holders that have subscribed to the DBS online update service; 2) % of drivers that have completed the council's safeguarding awareness course; 3) % of vehicles that, where required to do so, have had a taxi camera installed (or are committed to having one installed) and 4) % of drivers that have obtained the BTEC / NVQ qualification.</p> <p>Actions being taken to improve performance include :</p> <ul style="list-style-type: none"> • The remaining 2% of licence holders that have not completed the Council's safeguarding awareness course are currently suspended from driving a licensed vehicle. • Enforcement actions are being taken against the 2% of license holders that have not had a camera fitted • Those drivers that have not yet made sufficient progress in relation to the obtaining a BTEC/NVQ qualification in 'Introduction to the Role of the Professional Taxi and Private Hire Driver' are being identified and appropriate enforcement action is being taken to take up the relevant qualification. 		
Reported Instances of Anti-Social Behaviour in Rotherham Scorecard Line 3	5% decrease against previous years reported instances	4295, 12% increase on Q2 15/16
<p>Performance is off target and the signs are year- end targets will not be met.</p> <p>Police reports continued to increase through the second quarter with an increase of 446 against the same quarter last year and an increase of 460 reports against the 1st quarter of the year (3,835 to 4,295).</p> <p>Actions being taken to improve performance include;</p> <ul style="list-style-type: none"> • A continuation of the range of multi-agency interventions taking place throughout the borough in key hotspot areas, • Continual review of the tools and powers available to help tackle ASB • A refocussing of the priorities for the Anti-Social Behaviour Theme Group. 		

4. Options considered and recommended proposal

4.1 Members are requested to note the contents of the report and the actions being taken by officers to improve performance and quality.

5. Consultation

5.1 This report has not been subjected to a consultation process.

6. Timetable and Accountability for Implementing this Decision

6.1 Performance will continue to be measured and reported quarterly by members of the Performance and Quality Team.

6.2 Responsibility for developing and implementing improvement actions will rest with managers from the service.

7. Financial and Procurement Implications

7.1 There are no financial or procurement implications arising from the contents of this report.

8. Legal Implications

8.1 There are no legal implications arising from the contents of this report.

9. Human Resources Implications

9.1 There are no human resource implications arising from the contents of this report.

10. Implications for Children and Young People and Vulnerable Adults

10.1 There are no implications for Children and Young People and Vulnerable Adults arising from the contents of this report.

11. Equalities and Human Rights Implications

11.1 There are no equalities and human rights implications arising from the contents of this report.

12. Implications for Partners and Other Directorates

12.1 The implications arising from the content of this report for partners and other directorates will be dealt as part of the Council's strategies for improving performance and quality which will include consultation and joint working initiatives .

13. Risks and Mitigation

13.1 Risks to the service arising from underperformance include damage to the Council's reputation, increased customer dissatisfaction and negative impact on the quality of lives of people living in the borough. These risks will be mitigated through the robust monitoring and reporting of performance and performance challenge to drive continual improvement in the services being delivered by the Council.

14. Accountable Officer(s)

Damien Wilson, Strategic Director of Regeneration and Environment

Julian Hurley, Senior Performance & Projects Officer

Jonathan Priestley, Service Improvement Officer

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