
REPORT TO:	Environment and Development Services Committee	AGENDA ITEM:	9
DATE OF MEETINGS:	29 September 2005	CATEGORY:	DELEGATED
REPORT FROM:	Director of Community Services	OPEN	
MEMBERS' CONTACT POINT:	Peter McEvoy	DOC:	
SUBJECT:	Performance report	REF:	
WARD(S) AFFECTED:	All	TERMS OF REFERENCE:	

1. Recommendations

- 1.1 That first quarter performance levels be noted.
- 1.2 That a revised set of local performance indicators for Waste and Cleansing be devised for the next performance report brought to committee, in order to focus more clearly on Member concerns and offer more realistic targets.

2. Purpose of Report

- 2.1 To inform Members of the first Quarter's performance within Environmental Services as shown by the available performance indicators for Environmental Services as at first quarter of 2005/6.
- 2.2 To note the increase in BVPI's for Environmental Services.

3. Executive Summary

- 3.1 100% of all available Environmental Services BVPI's are on target.
- 3.2 59% of all Environmental Services indicators are within target and 78% are either on target or within 5% of target.
- 3.3 Data is available for 5 BVPI's to allow comparison with quartile performance information for 2003-04 (Current bench marking data). BVPIs 166 and 82b(l) are on target for top quartile performance, BVPI 91 above average and BVPI 82a about average. BVPI 199a (Street Cleaning) is on target to stay above bottom quartile as per the target. (It should be noted that in order to provide timely data on waste management issues it has been necessary to use data compiled to a lower standard than the full ready for audit standard, however confidence levels are high that this information will ultimately be shown to be accurate).

- 3.4 SDDC are striving corporately to have 70% of all their BVPI's to be within top quartile performance. Overall current performance levels look set to achieve this.
- 3.5 Environmental Services currently have 5 BVPI's which are available for comparison with other authorities. However due to the introduction of 14 new indicators there is the potential to be compared on 20 which are being collected from this year onwards. Consequently there is a high degree of uncertainty as to how the Council's Environmental Services performance will compare with other authorities when this information is published in about 18 months time. The publishing of this information may also coincide with reassessment for CPA.
- 3.6 LPI's also show a generally positive picture, subject to the acceptance that the targets set for Waste Management and Cleansing are ambitiously high and the principle that even getting close to such targets is a significant achievement.
- 3.7 Food Hygiene inspections for High Risk premises is a notable exception with poor performance due to extended staff vacancies. Performance on this is expected to return targeted levels in the current quarter.

4. Detail

- 4.1 See full report.

5. Financial Implications

- 5.1 Higher performance on street cleaning, sufficient to move beyond the current quartile and into the above average groupings, will require an increase in resources. This has been the subject of a report to this Committee on the 02 June 2005 and a service development bid will be submitted in the Autumn budget round.

6. Corporate Implications

- 6.1 The Performance levels reported make a positive contribution to the corporate targets.

7. Community Implications

- 7.1 Street Cleaning, BV199a, is an unfortunate issue on which to register poor performance, as street scene issues are shown by polls to be the most important issues to the Public and, according to MORI, one of the chief determinants of the level of regard in which a Council is held.

8. Conclusion

- 8.1 The general performance picture is good.
- 8.2 Examples of poor performance have been addressed within existing resources.
- 8.2 Improvements in Street Cleaning performance will continue at the current incremental level however the step change in performance, desired by Members, will only be achieved with increased funding.