

GROUP PERFORMANCE REPORT

ENVIRONMENT SERVICES

6th November 2006



PERFORMANCE OVERVIEW

1. OVERVIEW

- 1.1 In the Strategic Plan Environment Services are responsible for reporting **66** Planned Actions and **1** strategic risk. **3** Planned Actions are currently not on target whilst progress on a further **3** have brought them back on target.
- 1.2 Environment Services are responsible for reporting **56** BV indicators. Information is available for **31** indicators and of these **22** are meeting the target set and **9** are reported as not meeting their targets. **25** indicators cannot be reported this quarter for reasons detailed in Appendix D.
- 1.3 Figures available for the performance of the Bereavement service against national benchmarked standards are detailed in Section 5
- 1.4 Actions points from the first quarter performance clinics are included in the details of this report. (**LT 4, LT 6, TE 26 and HC 27**)

2. PROGRESS ON STRATEGIC PLAN, PLANNED ACTIONS (Appendix A)

- 2.1 **63** Planned Action and the strategic risk are on target and **3** are not, detailed information is provided below on the '**Not on Target**' commitments:
 - **TE 10 - Complete the Alleygates programme by March 2007** - North Ormesby completed and work underway in University ward will complete the original programme. Additional funding is available for Linthorpe but problems reaching a consensus during the consultation process mean that it is unlikely that the extended programme will be achieved by March.
 - **LT6 - Agree a Parking Strategy by August 2006** –A Redraft was completed at end of August. The end of October is now the revised time for commencement of consultation process
 - **SC 15 - Fully operational licensing scheme in Gresham operating by December 2006** - There has been a delay in the issue of government statutory guidance which will now not be completed until April 2007. Delay in implementation will mean scheme cannot be full operational until then and this is still dependant upon the guidance bring issued in good time.
- 2.2 **3** Planned Actions reported in the first quarter are back on target or completed.
 - **LT4** - New areas for personalised travel information - other resources have been utilised to move the project forward while the vacant post is being filled.
 - **HC 27** - Visits to Sport and Leisure activities - now slightly above target.
 - **TE 26** - Waste Awareness Officer recruitment - appointment made in July

3. PERFORMANCE INDICATORS MEETING TARGETS (Appendix B)

3.1 Details of the **22** indicators meeting their targets appear in appendix B (performance to date figures in appendices are actuals unless stated).

4. PERFORMANCE INDICATORS NOT MEETING TARGETS (Appendix C)

4.1 **9** indicators have been identified as failing to meet their targets. Details relating to these indicators appears in appendix C but attention is drawn to the following:

- **BV 84 a & b Kilograms of Waste per head of population** - A normal 3% increase was anticipated for this indicator however figures indicate that this year across the Tees area there has been a 15% increase. No specific reason has been identified but there is a suggestion that the hot summer may have produced a significant increase in the amount of garden waste. This situation is the subject of further investigations including a check on national and regional trends and the local impact of the free junk job service.
- **BV 82a i/ii (CPA) Household waste recycled** - The estimated tonnage figure for total waste has significantly increased over last year. If this continues into the 3rd and 4th quarters, the recycling percentage will be 14% even though the tonnage collected has met our estimates. If the 3rd and 4th quarter total waste returns to normal levels then the recycling percentage should increase
- **82c i/ii Household waste using other energy sources and 82d i/ii Household waste landfilled** – Additional work discovered during the routine September maintenance of the EfW plant resulted in a considerably longer closure than anticipated. During this 6 week period substantial amounts of waste had to be diverted to landfill resulting in a marked increase in landfill figures.
- **BV 166 b - Score against best practice checklist for Trading Standards** - To achieve the year-end target, consultation on the enforcement policy has commenced.

4.2 There have been improvements to one of the indicators reported at the last clinic

- **BV 128 – Number of vehicle crimes per 1,000 population** - No target was initially set for this indicator because of definition changes but Q1 figures indicated a worse performance than last year. A target has now been set and Q2 has seen an improvement in performance from 7.5 in Q1 to 7 in Q2 producing an estimated year end figure equivalent to 05/06

5. PERFORMANCE INDICATORS NOT REPORTED THIS QUARTER (Appendix D)

5.1 Information is not available for **25** PI 's at present. This is because the results come from annual and triennial surveys or the information only becomes available at the year-end

6. OTHER PERFORMANCE INFORMATION

6.1 There are a number of areas within the Environment Service where performance is measured by indicators other than BVPIs. Two examples of this are the internal

monitoring of performance relating to responding to Members issues and a national benchmarking scheme comparing Bereavement Services.

6.2 The vast majority of issues raised by Members through the One Stop Shop relate to Environment Services. These are a mixture of complaints, requests for information and service requests. Regular monitoring of the Department's performance in responding to these issues and the subsequent setting of challenging but realistic targets has produced a marked improvement. Examples are as follows:-

- Number of Service requests outstanding longer than 2 weeks reduced in one year from 268 to 3 (monitoring commenced following One Stop Shop Review)
- Percentage of Member issues dealt with in 7 days currently (Weekending 20th October) 93% compared with 46% in January 2006 but with current monthly average (to 24th October) indicating 87% within 10 days
- Maximum number of weeks any issues outstanding reduced to 5 weeks from 31 weeks in January 2006.

6.3 In Q2 the results were published for 2006 of the Institute of Cemetery and Crematorium Management National Scheme which allows councils to benchmark themselves against similar services, and to track improvements each year against several hundred preset criteria.

The following results show improvements made since last year

- For combined cremation and burial authorities Middlesbrough ranks 9th out of 81 participating authorities (Darlington are 66th, Hartlepool do not participate)
- For burial services Middlesbrough is ranked 9th out of 110 participating authorities (Darlington are 99th, other Tees Valley Councils do not participate)
- For cremation services we are ranked 10th out of 91 cremation authorities (Darlington are 75th and Hartlepool do not participate)

At the next Bereavement Services Multi Agency Forum Bereavement Services will look to secure a higher score in 2007 in consultation with stakeholders.

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

APPENDIX A

Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
Improve the standard of cleanliness throughout the town				
TE 1	Clean Neighbourhoods and Environment Act - Submit 5 new policies and associated Equality Impact Assessments to the Executive by March 2007	YES	3 consultations underway 5 equality assessments completed	Implementation December onwards - Implementation of first new policy (Supermarket trolleys) approved
TE 2	Development of protocols to engage tenants in the reporting process - Grounds maintenance service Level agreements agreed with Erimus by July 2006	YES	Complete	Agreement to run until 31 st March 2007 Subject to further negotiations at the request of Erimus
Develop the network of open spaces and high quality parks to serve the needs of the community				
TE 3	Implement improvements to Linthorpe cemetery in partnership Heritage Lottery fund by awarding a main contract by June 2006	YES	Contractors on site June 2006 - Work in progress	On programme for completion by target date
TE 4	Improvements to Linthorpe cemetery - Replacement of railings and pathway boundaries completed by November 2006	YES	Contractors on site June 2006 - Work in progress	On programme for completion by target date
TE 5	Improvements to Linthorpe cemetery - Restore the former Mortuary chapel and Hebrew prayer hall by December 2006	YES	Contractors on site June 2006 - Work in progress	On programme for completion by target date
TE 6	Create a playground crew to enhance cleanliness, tidiness and safety in place by June 2006	YES	Established and working well with positive feedback	
TE 7	Parks and Open spaces - Agree a programme of events to attract and entertain visitors by April 2006	YES	Programme well underway. Events at the Skate Park completed.	Skate Park License Review held in August - no further events until new license approved
TE 8	£0.5 million lottery grant received by March 2007 to improve play areas	YES	Agreed subject to agreement of Play Strategy by BLF	Anticipated approval in December.
TE 9	Retain green flag status at three parks by October 2006	YES	Achieved, plus award of Green Pennant for Stainton Quarry LNR by local community group	Positive press coverage in August 2006

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

APPENDIX A

Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
Reduce the fear of crime in public places				
TE 10	Complete the alley-gate programme by March 2007	NO	North Ormesby complete, University Ward contractor on site. Additional funding allows for commencement in Linthorpe area	Linthorpe consultation with residents has commenced but it is unlikely that consensus will be reached. An appeal mechanism will be established but the extended programme may not now be completed by March. An application is to be made to carry forward capital funding.
TE 11	Programme of £300,000 lighting improvements completed by March 2007	YES	Schemes identified, design complete and works commenced	12 individual projects identified £103K spent to date
TE 12	CCTV installed in the town centre by March 2007	YES	On target - quotations obtained - work commenced	Civic square operational
TE 13	Respond to 100% concerns raised by the Problem Solving Group by redesigning planting and shrubbery that is contributing to fear of crime	YES	Completed all referrals on target to date	Ongoing commitment throughout the year
Increase the amount of household waste that is recycled				
TE 14	Implementing a new recycling collection service across the town - co-ordinating the Blue Bag paper collection scheme with the Black Box scheme by June 2006	YES	Achieved, in operation	
TE 15	Carrying out a "Winrow" a pilot scheme for recycling waste by September 2006	YES	Operational	Now contributing to BVPI targets
TE 16	Piloting a community composting scheme with Environment City by April 2006	YES	Operational with M.E.C	
Improve air quality				
TE 17	Improve air quality by completing a study of most effective way of meeting new environmental requirements at the crematorium by May 2006	YES	Achieved - Study completed in May - Report agreed by Executive 18 th July 2006	Executive have agreed funding timetable
Increase species and habitat bio-diversity				
TE 18	Bio-Diversity Action Plan agreed by March 2007	YES	Progressing production of this with Tees Valley Wildlife Trust	

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

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Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
TE 19	Undertake 100% of impact assessments along the beck valleys and woodlands by December 2006	YES	Initial work on programme complete, Assessments scheduled for Q2/Q3 so work can be done in partnership with Environment Agency	
TE 20	Completing the restoration of Fairy Dell by December 2006	YES	Completed	
Reduce the causes of adverse climate change				
TE 21	Co-ordinating the Climate Change community action plan to reduce greenhouse gas emission - Annual report produced by March 2007	YES	Reprofiling baseline and trends in line with Government changes to calculations of emissions on target	Report to LSP group July 2006
TE 22	Achieve 1% reduction in greenhouse gas emissions by March 2007	YES	On target	
TE 23	Invest £50,000 capital funding in “invest to save” carbon-management initiatives	YES	Work programme in place	Achieved £50,000 in matched funding
TE 24	Produce Middlesbrough’s Environment Sustainability Strategy report with 10 priority actions by March 2007	YES	Completed - Work programme agreed by individual Executive Member decision July 2006	
Involve the community in transforming the local environment				
TE 25	Complete consultation with all stakeholders and partners on the Green spaces strategy by October 2006	YES	On target - Consultation programme agreed and underway.	Already receiving positive and interesting responses
TE 26	Waste Awareness Officer recruited by May 2006	YES	Appointed - Interviews held in July	Officer has commenced duties
Ensure that the whole transport network enables the local community, including disadvantaged or vulnerable groups, to have access to work and important services, including education, healthcare, leisure and shopping				
LT 1	Introduce a demand-responsive bus service to James Cook Hospital and to employment sites in Riverside Park by August 2006	YES	Commenced 11th July 2006 over 500 user registered for the services	Press release / publicity with Cllr Lowes and Stockton BC 8 th July 2006
LT 2	Concessionary fare agreements renegotiated by March 2007	YES	2 Tees Valley surveys of pass holders 1 st completed.	Survey held in July 2006. Negotiations with Bus operators due to conclude in November

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

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Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
LT 3	Introduce an experimental road layout to improve traffic flow on Marton Rd by August 2006	YES	Commenced 22 nd May 2006	"After study" commenced July 2006 extended to December
Ensure that congestion does not hinder economic development, impair the quality of the local environment or cause severance in our communities				
LT 4	Agree new areas for personalised travel information for households and individuals by August 2006	YES	Nunthorpe identified as preferred ward - next stage (surveys) slower than planned because of dependencies upon appointment to vacant post	Workplace Travel Planner utilised to move project forward. Vacant post advertised in October
LT 5	Agree a Personalised Travel Survey with Key organisations by August 2006	YES	On target - partners identified	Middlesbrough College, James Cook Hospital and University of Teesside
LT 6	Agree a Parking Strategy by August 2006	NO	Redraft completed by end of August. Internal discussions with Director have led to revised time of end of October for commencement of consultation process	Revised draft ready for consultation at end of October
Reduce the number of people killed and seriously injured in road traffic accidents and reduce accidents and casualties overall, especially in disadvantaged communities				
LT 7	Achieve The Local Transport plan year-one targets	YES	On target for delivery	
LT 8	£400,000 traffic-calming schemes to be installed to reduce speed – programme delivered by March 2007.	YES	On programme	Breckon Hill Road under construction. Guisborough Road out to consultation Fulbeck Road for consultation in October
LT 9	Implementing a programme of educational and training initiatives for the BME community by March 2007	YES	Strategy produced	Community links established and delivery work ongoing. Progress has been halted because project worker has resigned in early October. Recruitment to this post will be subject ongoing review of the Road Safety team.

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

APPENDIX A

Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
Reduce the environmental impact of transport on air quality, noise and climate change as far as possible when balanced against economic and social objectives				
LT 10	Complete a personalised travel planning pilot in Hemlington by November 2006	YES	Completed in September	Outcomes include preparation of "walking map" of Hemlington including bus routes, personalised travel information to approx. 300 residents, 255 free Mega-ride passes issued, production of marketing materials. After pilot survey reported 100% customer satisfaction
LT 11	A Travel Awareness programme completed by March 2007	YES	Programme commenced with Herald and Post "wrap"	1 st campaign completed, further campaigns subject to funding
Undertake highway maintenance in a sustainable manner and prioritise it to assist with our other objectives. Encourage the increased use of cycling and walking, through appropriate maintenance and access improvements				
LT 12	Design completed and planning application submitted by March 2007 for improvements to Hartington Interchange	YES	Co-located consultants now working with TDS staff in Vancouver House	Final options nearing completion
LT 13	Highway improvement Action Plan completed by November 2007	YES	Transport Asset Management plan - complete. Generic plans - Highway network management plan and Highway maintenance plan complete - Highway Lighting Plan commenced	Consultation on Service Standards - underway
LT 14	Disabled Access Improvement Programme completed by March 2007	YES	Consultation complete on lighting and highway access.	Programme commenced
Reduce crime, including domestic burglary, vehicle crime, robbery , assault, domestic violence and hate crime				
SC 1	Ensure that the council manages its responsibilities under section 17 of the Crime and Disorder Act by developing a corporate section 17 policy	YES	Draft framework completed - for modification following the development of Middlesbrough's response to the Respect Action Plan	
SC 2	Develop a section 17 employee leaflet for insertion into the employee handbook available by June 2006	YES	Completed - including legal checks	
SC 3	Develop an internal employee consultation group on crime and disorder by September 2006.	YES	Achieved - Exercise to find volunteers completed and first meeting held July 2006	Further regular meetings have been scheduled

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

APPENDIX A

Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
SC 4	Invest £250,000 in extending the CCTV network, infrastructure provision in Middlehaven by March 2007	YES	£115,000 has been invested and 11 cameras have been installed and are operational an additional £50,000 has been allocated	Middlehaven completed - Town Centre underway
SC 5	Complete Alley-gate programme by March 2007 (see TE10)	YES	See TE10	
SC 7	Mark 300 vulnerable house properties with smart water by March 2007	YES	Programme established plus 37 houses completed	On target now for 100 houses per quarter
SC 8	Reduce the number of deliberate fires/arson attacks on vehicles to a maximum of 377 by March 2007	YES	54 reported in Q1 74 in Q2	128 for half year
SC 9	Remove 80% of nuisance vehicles within 1 day	YES	Achieved 83 % in Q2(BV 218b)	87% performance for half year
SC 10	Develop protocols with Cleveland police for the removal nuisance vehicles by March 2007	YES	Preparation of draft commenced - target October	Report for presentation at meeting 17 th October. PSA steering group meeting with Police and Fire will consider protocols

Reassure the public by reducing the fear of crime and anti-social behaviour.

SC 14	Pilot patrols in four neighbourhoods by May 2006	YES	Achieved	
SC 15	Fully operational licensing scheme in Gresham operating by December 2006	NO	Landlords conference 21July 2006 but there have been delays in producing statutory guidance	There has been a delay in the issue of government statutory guidance which will not now be completed until April 2007 Delay in implementation will mean scheme can not be full operational until then and this is still dependant upon the guidance bring issued in good time . CPS Service has been selected to assist DCLG in writing the statutory guidance.
SC 16	Providing references to private landlords on 500 prospective tenants by March 2007	YES	335 in Q2	597 achieved in 6 months

Reduce harm caused by illegal drugs and alcohol.

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

APPENDIX A

Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
SC 17	Undertake four joint exercises with the police to target the sale of alcohol to under-age children by March 2007	YES	8 completed in half year 3 as part of the Alcohol Misuse Enforcement Campaign	It is likely that 13 joint exercises with the police will take place this year. Other issues covered include sales of fireworks, cigarettes and spray paint
Increase voluntary and community engagement				
SC 18	Establish a baseline number of community safety volunteers by September 2006	YES	Work to establish initial contact with communities commenced	Baseline established - 6367
SC 19	Increase the number of community safety volunteers increased by 10% by March 2007	YES	On target	Recruitment campaigns launched - ads appearing in Middlesbrough News, cinemas, doctors surgeries and on sides of Arriva Buses
SC 20	Appoint Four neighbourhood safety officers appointed by August 2006	YES	3 appointed in Q1	4 th commenced in August
Ensure that we close the gap between the levels of health of Middlesbrough residents and the national average as well as the gap between priority neighbourhoods and the Middlesbrough average				
HC 21	Recruit at least an additional 30 premises to the Smoke Less Middlesbrough initiative by March 2007	YES	Figures achieved Work programme published - 25 new business "signed up" in Q2	Target of 30 premises achieved in 6 months
HC 22	The Smoke-free legislation to be reviewed by March 2007	YES	Government consultation published July 2006	Report to CMT in August and response to consultation sent September
HC 23	Deliver the Smoke Free Homes initiative to 100 beneficiaries by March 2007	YES	On target to independently produce information/promotional package	FRESH (NE) cannot now deliver by scheduled date
HC 24	Reduce alcohol abuse: 4 licensing forum meetings undertaken by March 2007	YES	3 meetings held	
HC 25	A draft strategy to reduce the harm caused by alcohol by December 2006	YES	Draft completed Completion of consultation 20 th November	Strategy launch scheduled for new year
HC 26	Delivering the second Middlesbrough Tees Pride 10km and fun run by October 2006	YES	Completed - 17 th September date "pencilled in " for 2007	Successfully held on 16 th September

ENVIRONMENT – PLANNED ACTIONS 2006/2007 Quarter 2

APPENDIX A

Ref	Planned Actions	On Target	Progress in 2006/2007	Key Issues/Comments
HC 27	Visits to Sport and Leisure activities increased to 9,850 per 1,000 head of population (over 1.3 million visits)	YES	Q2 Total visits for the quarter 342287, Cumulative figure to date 678852 against a target of 677691 Recreation/ Swim Visits per 1000 head of population 4923/1000.	Despite Q1 numbers being down for the quarter as a result of Clairville's late opening in April and closure of Acklam Sport Centre figures are marginally up on the cumulative target for the second quarter.
HC 28	75 people to be referred per month to the Lifestyle intervention Programmes	YES	Above target - figures significantly above target for Q2	822 referrals against a target of 450
HC 29	Increase the proportion of Lifestyle referrals adhering to an activity/weight-management programme 6 months after their GP programme end to 1% above the baseline	YES	Measuring against baseline figure for current course. Final figure based on annual user survey - Jan to March	Baseline is 145 with latest figures indicating 75 (Q1) have completed their prescribed programme
HC 30	Deliver combined diet and physical activity sessions to 30 groups by March 2007	YES	130 sessions already held	The work programme has been revised as this public health project now has mainstream funding, so resources have been shifted towards priorities in the new Public Health Strategy
Strategic Risk				
Emergency Planning	A large scale incident occurs that prevents the council from functioning or requires diversion of Council staff/resources, impacting upon the Council's ability to deliver key services and strategic priorities	YES	Report to CMT July 2006 Group Training day scheduled for November	Next report due January 2007

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX B – MEETING TARGETS

Indicator	Performance Indicator	All England Quartiles	2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments	
Community Protection									
BV 126	Number of domestic burglaries per 1,000 households –	Top Median Bottom	6.90 9.69 14.23	27.39 (Bottom)	30.3 (Bottom)	33	11.7	30 (Bottom)	On target for the period covering July – September 06
BV 127a	BV 127a – violent crime per 1,000 population.	NA	NA	31.9	38	38	18.8	36	
BV 127b	BV 127b – Robberies per 1,000 population.	NA	NA	New	2.59	4.8	1.18	2.5	On target for the period covering July – September 06
BV 128	Number of vehicle crimes per 1,000 population.	NA	NA	34.5	29.85	29	14.9	29	This quarter saw the number of reported vehicle crimes reduce by 80. In partnership with the police the council are now issuing property-marketing kits to owners of satellite navigation systems free of charge.
BV 166a (CPA-Environment)	Score against best practice checklist for Environmental Health.	Top Median Bottom	97.0 90.0 79.1	90% (Median)	100% (Top)	100%	100%	100% (Top)	This score will remain the same for the rest of the year
BV 216a	Identifying contaminated land	N/A	N/A	New	357	357	365	370	As reported in quarter one a number of new sites have been identified
BV 216b	Information on contaminated land	N/A	N/A	New	43%	56%	56%	60%	
BV 217	Pollution control improvements	N/A	N/A	New	86%	91%	100%	100%	Annual Inspection target met
BV 218a	Abandoned vehicles (investigation)	N/A	N/A	New	68.53%	76%	98%	76%	A reduction of 19 incidents reported from first qtr to second qtr. Only one incident completed outside of required time

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX B – MEETING TARGETS

Indicator	Performance Indicator	All England Quartiles		2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments
BV 218b	Abandoned vehicles (removal)	N/A	N/A	New	81%	86%	87%	86%	A reduction in the number of notices served from first qtr to second qtr. Only one incident completed outside of the required time.
Streetscene									
BV 82b(i) (CPA-Environment)	Percentage household waste composted.	Top Median Bottom	9.80 5.02 1.53	0% (Bottom)	0% (Bottom)	0%	2.753% (e)	2.863 9% (e) (Lower Median)	As in first quarter - Estimated figures based on applying trends for 05/06 to available figures and estimating the full year effect of kerbside recycling and new 'Winrow' project
BV 82b(ii)	Tonnage household waste composted.	NA	NA	New	0%	0%	973.883 (e)	1939.883 (e)	As in first quarter - Estimated figures based on applying trends for 05/06 to available figures and estimating the full year effect of kerbside recycling and new 'Winrow' project
BV 91a (CPA-Environment)	Kerbside recyclables (one recyclable).	N/A	N/A	98.30%	97.99%	97.99%	97.99%	97.99%	
BV 91b	Kerbside recyclables (two recyclables).	N/A	N/A	New	97.99%	97.99%	97.99%	97.99%	
BV 199a (CPA-Environment)	Percentage of unclean land – litter and detritus.	N/A	N/A	18%	21%	18%	17%	18%	The result shown is based upon the outcome of survey carried out for the period covering April – July 06. Second survey to commence 19 th October 2006.
BV 199b	Percentage of unclean land – graffiti.	N/A	N/A	New	18%	12%	9%	12%	The result shown is based upon the outcome of survey carried out for the period covering April – July 06. Second survey to commence 19 th October 2006

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX B – MEETING TARGETS

Indicator	Performance Indicator	All England Quartiles		2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments
BV 199c	Percentage of unclean land – fly posting.	N/A	N/A	New	0%	0%	1%	0%	The result shown is based upon the outcome of survey carried out for the period covering April – July 06. Second survey to commence 19 th October 2006
BV 215a	Rectification of street lighting faults (non DNO)	N/A	N/A	New	2.42 days	4 days	2.31	4 days	
BV 215b	Rectification of street lighting faults (DNO)	N/A	N/A	New	33.45 days	35	29.57	35 days	
Transport & Design									
BV 100	Number of days of temporary traffic controls or road closures caused by road works per km of traffic-sensitive road.	Top Median Bottom	0.1 0.6 1.8	0.47 (Upper median)	1.62 (Lower median)	2.7	0.34887	2.7 (Bottom)	As in the first quarter - To date there have been no major road schemes – Target set for the year end takes into account Borough Road Culvert re-lining (which may not take place until end of Feb 07) and also the 30 days required for completing Cargo Fleet Lane
BV 165 (CPA-Environment)	The percentage of pedestrian crossings with facilities for disabled people.	Top Median Bottom	100 95.2 85.0	100% (Top)	100% (Top)	100%	100%	100% (Top)	All new / refurbished installations will conform to BV165
BV 178 (CPA-Culture)	The percentage of total length of footpaths and other rights of way which were easy to use by members of the public.	Top Median Bottom	87.0 71.0 56.9	75% (Upper median)	85% (Upper median)	86%	87%	91% (Top)	Figure is the same as in the first quarter, Surveys carried out twice a year, next one to commence November. As reported previously year end target prediction is based upon the outcome of the Performance Reward Grant.

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX C – NOT MEETING TARGETS

Indicator	Performance Indicator	All England Quartiles	2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments	
Community Protection									
BV 166b (CPA-Environment)	Score against best practice checklist for Trading Standards.	Top Median Bottom	100 97 90	83.35% (Bottom)	95.35% (Lower median)	100%	95.35%	100% (Top)	
Action Plans									
Two remaining elements required for 100% score:									
1. Consultation of Enforcement Policy now half done.									
2. Monitoring of the policy now in place with regard to overall format but monitoring of its application in certain areas still needs addressing									
Streetscene									
BV 82a(i) (CPA-Environment)	Percentage household waste recycled.	Top Median Bottom	17.89 14.73 11.78	10.1% (Bottom)	11.4% (Bottom)	18%	13.349% (e)	13.906% (e) (Lower median)	As in first quarter - Estimated figures based on applying trends for 05/06 to available figures.
Action Plans									
The estimated year end figure shows the full year effect of kerbside recycling and new 'Winrow' project improving on last years performance.									
BV 82a(ii)	Tonnage of household waste recycled.	NA	NA	New	6,747 Tonnes	10,937 tonnes	4722.933 (e)	9422.933 (e)	As in first quarter - Estimated figures based on applying trends for 05/06 to available figures and estimating the full year effect of kerbside recycling and new 'Winrow' project
Action Plans									
The estimated year end figure shows the full year effect of kerbside recycling and new 'Winrow' project improving on last years performance . Subject of further investigation including checks on national and regional trends ad the local impact of the free junk job service									
BV 82c(i)	Percentage household waste using other energy sources.	Top Median Bottom	7.03 0.00 0.00	86.0% (Top)	79.0% (Top)	75.0%	57.45% (e)	62.366% (e) (Top)	Reduction in waste incinerated in quarter 2 due to incinerator issues. The EFW plant has been shut throughout September
Action Plans									
No action plans reported									

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX C – NOT MEETING TARGETS

Indicator	Performance Indicator	All England Quartiles		2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments
BV 82c(ii)	Tonnage household waste using other energy sources.	N/A	N/A	New	46,661 tonnes	45,572 tonnes	20325.397 (e)	42259.516 (e)	Reduction in waste incinerated in quarter 2 due to incinerator issues. The EFW plant has been shut throughout September.
Action Plans									
No action plans reported									
BV 82d(i)	Percentage household waste landfilled.	Top Median Bottom	72.83 77.92 80.44	3.7% (Top)	9.4% (Top)	7%	26.448% (e)	20.865% (e) (Top)	Increase in waste land-filled in quarter 2 due to incinerator issues. The EFW plant has been shut throughout September
Action Plans									
Increase due to EFW plant closure. No action plans to report.									
BV 82d(ii)	Tonnage household waste landfilled.	NA	NA	New	5,584 tonnes (e)	4,253 tonnes	9357.079 (e)	14138.052 (e)	Increase in waste land-filled in quarter 2 due to incinerator issues. The EFW plant has been shut throughout September
Action Plans									
Increase due to EFW plant closure.									
BV 84a (CPA-Environment)	Household waste kilograms per head.	Top Median Bottom	397.7 437.0 491.6	441 (Lower Median)	427 kg/head (Upper median)	441 kg/head	257.117 (e)	492.445 (e) (Bottom)	As in first quarter Estimated figures based on applying trends for 05/06 to available figures and estimating the full year effect of kerbside recycling and new Winrow project
Action Plans									
Subject of further investigation including checks on national and regional trends ad the local impact of the free junk job service									
BV 84b	Percentage change in kilograms per head.	NA	NA	New	-6.5%	3%	15.112%	15.112%	Based upon estimated annual figure
Action Plan									
Subject of further investigation including checks on national and regional trends ad the local impact of the free junk job service									

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX D – NOT REPORTED

Indicator	Performance Indicator	All England Quartiles	2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments
Community Protection								
Streetscene								
BV 86	Cost of waste collection per household.	Top Median Bottom	35.31 40.96 48.13	£41.71 (Lower median)	£51.51 (Bottom)	£49.96		Financial Information - not available until year end
BV 87	Cost of waste disposal per tonne of municipal waste.	Top Median Bottom	35.40 41.54 49.05	£26.83 (Top)	£32.53 (Top)	£30.15		Financial Information - not available until year end
BV 199d	Percentage of unclean land – fly tipping.	N/A	N/A	New	N/A	1		To be reported annually - Not reported 2005/2006
Transport & Design								
BV 223	Condition of principal roads.	N/A	N/A	New	14%	14%		Annual survey – Figures reported at year end
BV 224a (CPA-Environment)	Condition of non-principal classified roads.	N/A	N/A	New	20%	20%		Annual survey – Figures reported at year end
BV 224b (CPA-Environment)	Condition of unclassified roads.	N/A	N/A	New	10.2%	13.0%		Annual survey – Figures reported at year end
BV 99a(i) (CPA-Environment)	Number of casualties: All killed/ seriously injured.	Top Median Bottom	94 128 285	85 (Top)	56 (Top)	50		Annual Indicator – Figures reported at year end
BV 99a(ii)	Percentage change, in road accident casualties, compared with the previous year: Total killed or seriously injured.	Top Median Bottom	-13.16 -4.95 5.25	14.8% (Bottom)	- 34.1% (Top)	-3.8%		Annual Indicator – Figures reported at year end
BV 99a(iii)	Percentage change, in road casualties compared with 1994-1998 average: Total killed or seriously injured.	Top Median Bottom	-31.57 -20.50 -9.44	30.7% (Bottom)	-13.8% (Lower median)	-23%		Annual Indicator – Figures reported at year end

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX D – NOT REPORTED

Indicator	Performance Indicator	All England Quartiles	2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments
BV 99b(i)	Number of casualties: All Children killed/seriously injured.	Top Median Bottom	13 18 26	13 (Top)	11 (Top)	15		Annual Indicator – Figures reported at year end
BV 99b(ii)	Percentage change, in road accident casualties, compared with the previous year: Total children killed or seriously injured.	Top Median Bottom	-25.78 -8.15 8.08	-35% (Top)	-15.4% (Upper median)	6.3%		Annual Indicator – Figures reported at year end
BV 99b(iii)	Percentage change, in road casualties compared with 1994-1998 average: Total children killed or seriously injured.	Top Median Bottom	-52.66 -39.39 -23.95	-40.9% (Upper median)	-50% (Upper median)	-31.8%		Annual Indicator – Figures reported at year end
BV 99c(i) (CPA-Environment)	Number of casualties: Slight injuries.	Top Median Bottom	724 1107 1934	529 (Top)	536 (Top)	652		Annual Indicator – Figures reported at year end
BV 99c(ii)	Percentage change, in road accident casualties, compared with the previous year: Total slight injuries.	Top Median Bottom	-8.00 -3.73 0.95	-9.7% (Top)	-1.3% (Lower median)	-0.91%		Annual Indicator – Figures reported at year end
BV 99c(iii)	Percentage change, in road casualties compared with 1994-1998 average: Total slight injuries.	Top Median Bottom	-14.20 -8.40 1.34	-23.6% (Top)	-22.66% (Top)	-5.92%		Annual Indicator – Figures reported at year end
BV 102	Local bus services – number of passenger journeys per year.	N/A	NA	10,888,130	10,423,669	10,494,000		Annual Indicator – Figures reported at year end
BV 187 (CPA-Environment)	Percentage of footways with poor surface condition.	Top Median Bottom	16 23 34	22.9% (Upper median)	8.15% (Top)	16%		Annual Survey – Figures reported at year end

ENVIRONMENT – PERFORMANCE INDICATORS 2006/2007 Quarter 2

APPENDIX D – NOT REPORTED

Indicator	Performance Indicator	All England Quartiles	2004/2005 Result	2005/2006 Result	2006/2007 Target	2006/2007 Performance to Date	2006/2007 Projection (Year End Estimate)	Key Issues/Comments
Customer Satisfaction surveys - General								
BV 89 Environment	Satisfaction with cleanliness	Top Median Bottom	66.0 61.0 54.0	N/A	N/A	60%		To be collected later this year as part of the neighbourhood survey
BV 90a Waste	Satisfaction with waste collection	Top Median Bottom	89.0 86.0 81.0	N/A	N/A	86%		To be collected later this year as part of the neighbourhood survey
BV 90b Waste	Satisfaction with recycling (local facilities)	Top Median Bottom	75.0 70.0 63.0	N/A	N/A	60%		To be collected later this year as part of the neighbourhood survey
BV 90c Waste	Satisfaction with waste disposal (local tips)	Top Median Bottom	84.0 78.0 84.0	N/A	N/A	77%		To be collected later this year as part of the neighbourhood survey
BV 103 Transport	Satisfaction with transport information	Top Median Bottom	55.0 49.0 45.0	N/A	N/A	55%		To be collected later this year as part of the neighbourhood survey
BV 104 Transport	Satisfaction with bus services	Top Median Bottom	61.0 55.0 48.0	N/A	N/A	60%		To be collected later this year as part of the neighbourhood survey
BV 119a Culture	Satisfaction with sports/leisure facilities	Top Median Bottom	60.0 54.0 49.0	N/A	N/A	70%		To be collected later this year as part of the neighbourhood survey
BV 119e Culture	Satisfaction with Parks & open spaces	Top Median Bottom	77.0 72.0 66.0	N/A	N/A	82%		To be collected later this year as part of the neighbourhood survey