

Central
Bedfordshire
Council
Priory House
Monks Walk
Chicksands,
Shefford SG17 5TQ



**TO ALL MEMBERS OF THE
SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE**

07 January 2011

Dear Councillor

**SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE – TUESDAY,
18 JANUARY 2011**

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following late report:-

12. Quarter 2 Performance Report

To receive performance information for the Sustainable Communities Directorate for Quarter 2.

Should you have any queries regarding the above please contact me.

Yours sincerely

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Committee Services Officer

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Meeting: Sustainable Communities Overview & Scrutiny Committee
Date: 18 January 2011
Subject: Quarter 2 Performance Report
Report of: Cllr Tom Nicols, Cllr David McVicar, Cllr Budge Wells, Cllr Ken Matthews
Summary: The report highlights the Quarter Two performance for Sustainable Communities

Advising Officer: Gary Alderson, Director of Sustainable Communities
Contact Officer: Calum Clements, Performance Improvement Manager
Public/Exempt: Public
Wards Affected: All
Function of: Council

CORPORATE IMPLICATIONS

Council Priorities:

The quarterly performance report underpins the delivery of the Council's priorities

Financial:

No Direct Implications

Legal:

No Direct Implications

Risk Management:

Areas of ongoing under performance are a risk to both service delivery and the reputation of the Council

Staffing (including Trades Unions):

No Direct Implications

Equalities/Human Rights:

This report highlights performance against performance indicators which seek to measure how the Council and its services impact across all communities within Central Bedfordshire, so that specific areas of underperformance can be highlighted for further analysis/drilling down as necessary.

As such it does not include detailed performance information relating to the Council's stated intention to tackle inequalities and deliver services so that people whose circumstances make them vulnerable are not disadvantaged. The interrogation of performance data across vulnerable groups is a legal requirement and is an integral part of the Council's equalities and performance culture which seeks to ensure that, through a programme of ongoing impact assessments, underlying patterns and trends for different sections of the community identify areas whether further action is required to improve outcomes for vulnerable groups.

Community Safety:

No Direct Implications

Sustainability:

No Direct Implications

RECOMMENDATION(S):

- 1. That the committee notes and considers this report.**

Background

1. The Council's framework for performance management supports the delivery of the Council's priorities
2. Directors' Summaries for Quarter 2 are set out below. Appendix A provides the detailed performance data.
3. Three key themes were identified for the overarching performance position for Quarter 1. Broadly, these themes remain for Quarter 2.

Key theme (1): Impact of the economic climate

Key theme (2): Impact of management action

Key theme (3): Focussed use of resources

4. Outstanding performance continues regarding the percentage of Council housing stock that meets the 'decent' homes standard.
5. Corporately, the impact of continued focus on resources (including staffing) are beginning to show by, for example, improved sickness levels when compared with the same point in 2009/10 and slightly reduced numbers of staff employed and agency staff used. The information reported for overall staffing numbers reflects numbers actually employed rather than numbers on the establishment.

Director's Summary

6. Areas of Economic Growth continue to show a declining performance as the data has a significant time lag and is currently showing what occurred during the recession. Central Bedfordshire continues to perform above regional and national average for Economic Growth. The service continues to develop the aim to create an economic powerhouse in Central Bedfordshire.

7. Planning continue to perform well throughout all service areas. The satisfaction level with the Planning Services at CBC continues to improve year on year.
8. Highways and Transport data has shown improvement and with planned novation of the Highways Managing Agent Contract with AMEY there has been a reduction in the number of performance indicators from AMEY to achieve cost reductions, and data that is more relevant for Central Bedfordshire Council reporting purposes than previously. AMEY have spent the summer resurfacing or 'dressing' roads in preparation for winter. With the development of the Local Transport Plan a new suite of transport indicators will be developed to replace the current set.
9. The areas around Community Safety, Public Protection, Waste and Leisure have continued to perform consistently across the service.

Financial and other implications

10. None directly but there are issues relating to:
 - Council Tax collected
 - Amount of debt outstanding
 - Invoices paid within 30 days.

Conclusion and Next Steps

11. That Sustainable Communities Overview and Scrutiny Committee notes and considers this report.

Appendices:

Appendix A – (Quarter 2 Performance Indicators)

Background Papers: (open to public inspection)

Executive 7 December 2010 – (Quarter 2 Performance Report)

Location of papers: Priory House, Chicksands

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Director : Gary Alderson
 Portfolio Holder Sustainable Development - Cllr Tom Nicols
 Portfolio Holder for Safer and Stronger Communities - Cllr David McVicar
 Portfolio Holder Economic Growth and Regeneration - Cllr Ken C Matthews

Indicators	Linked to LAA	National PwC 09/10	Unit	Good is	Outturn 09/10	Quarter 1 Apr - Jun	Quarter 2 Jul - Sept	Quarter 3 Oct - Dec	Quarter 4 Jan - Mar	Trend Comparison	Year to Date	Performance Judgement (Q compared with Q)	Target 10/11	Comments
NI 16 - Number of most serious acquisitive crimes (PSA 23: Priority Action 1) per 1,000 population	Yes	14.3	No.	Low	11.5	3.3	3.1	-	-	Qtr on Qtr	6.4	● G	13.30	Performance on track due to careful monitoring of indicator via the CSP Serious Acquisitive Crime Group. The target has been set at 13.30 through the LAA. During Q2 2009/10 The number of most serious acquisitive crimes was 2,689 (678 crimes)
NI 47 Road safety casualties - KSI All people	No	NA	No.	Low	127	37	48	-	-	Qtr on Qtr	85	-	121	During the course of Q2 there were 5 fatalities as a result of 5 accidents bring the year to date total to 9 fatalities from 8 accidents. This included one pedal cyclist, two motorcyclists and two drivers. The remaining 43 people were injured as a result of 38 accidents. CBC continues with its efforts to ensure that total fatalities is minimised throughout the course of the year.
NI 48 Road safety casualties - KSI Children	No	NA	No.	Low	13	RESTRICTED DATA	RESTRICTED DATA	-	-	Qtr on Qtr	RESTRICTED DATA	-	9	Due to the low number of accidents, Central Bedfordshire Council is unable to release this figure. However the Council continues with its efforts to ensure that total fatalities are kept to a minimum.
NI 152 - Working age people on out of work benefits	Yes	11.9%	%	Low	6.30%	8.00%	8.20%	-	-	Qtr on Qtr	8.20%	● A	6.60%	The data sources available for this indicator are being shut down as part of the 'austerity' drive of the Government. There is a data lag which means that during Q2 we are reporting the rolling average for the previous four quarters. The data lag reflects the way that the information is supplied to CBC by the government database NOMIS. This indicator is a useful measure in the authority and will be reworked to provide an easier method to obtain the data. Central Bedfordshire is still suffering from the effect of the economic recession. However, benefit claimants still remain significantly below regional and national levels.
(NI 168 Proxy) PPI612 Length of Road Resurfaced	No		KM	High	28.00	2.85	14.95	-	-	Qtr on Qtr	17.80	● G	25	The majority of road resurfacing is carried out in the summer months to take advantage of the good weather.
NI 192 - Percentage of household waste sent for recycling	No	47.8%	%	High	50.30%	53.80%	-	-	-	Seasonal	-	↑ G	50%	The new method of data collection and verification has been introduced and implemented. There are a number of discrepancies that have caused a delay in the verification of the Q2 data. Q1 data has changed from 49.57% to 53.8% following the identification of missing tonnages. This is an improvement in performance.
NI 193 - Percentage of municipal waste landfilled	Yes	45.8%	%	Low	44.20%	43.40%	-	-	-	Seasonal	-	-	50%	The new method of data collection and verification has been introduced and implemented. There are a number of discrepancies that have caused a delay in the verification of the Q2 data. Q1 data has changed from 50.43% to 43.40% following the identification of missing tonnages. This is an improvement in performance.

Director : Gary Alderson
 Portfolio Holder Sustainable Development - Cllr Tom Nicols
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Indicators	Linked to LAA	National PwC 09/10	Unit	Good is	Outturn 09/10	Quarter 1 Apr - Jun	Quarter 2 Jul - Sept	Quarter 3 Oct - Dec	Quarter 4 Jan - Mar	Trend Comparison	Year to Date	Performance Judgement (Q compared with Q)	Target 10/11	Comments
DM 12 - Percentage of planning applicants satisfied with the service received from the planning department	No	NA	%	High	81.00%	95.45%	94.90%	-	-	Qtr on Qtr	95.18%	● G	82%	In this quarter we had 66 respondents to the satisfaction survey. Of the 66, 63 were satisfied over all.