

Quarterly Performance Report**2004/2005 Quarter 2****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
ALL TEAMS****Key to symbols***Targets*

- ^ on or above target
- < within 10% of target
- v below target

Comparative Performance

- ^ performance within best quartile
- < performance within mid quartiles
- v performance within worst quartiles

Trend over time

- ^ ^ continuous improvement over 3 years
- ^ improvement since equivalent data last year
- < static
- v decline since equivalent data last year
- v v continuous decline in performance over 3 years

Quarterly Performance Report

2004/2005 Quarter 2

ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS - ALL TEAMS

CM14 % of actions completed within reporting period, in preparation for new licensing legislation

Target : 100%
Result : 100% ^

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

CS17(1) BV126a Domestic Burglaries per 1,000 households

Target : 6.5
Result : 3.02 ^

Comparative Performance : No comparative data

Trend over time : Continuous improvement ^ ^

2002/2003 Quarter 2 255

2003/2004 Quarter 2 16.3

CS20 BV128a Vehicle crimes per 1,000 population

Target : 6.7
Result : 3.17 ^

Comparative Performance : No comparative data

Trend over time : Improving ^

2002/2003 Quarter 2

2003/2004 Quarter 2 12.3

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
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DS24 % of conservation advice on development proposals provided within 12 days of request

Target : 100%

Result : 100% ^

Comparative Performance : No comparative data

Trend over time : Static <

2002/2003 Quarter 2 100%

2003/2004 Quarter 2

DS25 % of full plans applications acknowledged in 2 days

Target : 90%

Result : 90% ^

Comparative Performance : No comparative data

Trend over time : Improving ^

2002/2003 Quarter 2 67%

2003/2004 Quarter 2

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ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS - ALL TEAMS

DS5(1) BV109a Percentage of major planning applications determined in 13 weeks

<i>Target :</i>	60%	
<i>Result :</i>	46%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 2	29%	
2003/2004 Quarter 2	50%	

OUT OF TOLERANCE REPORT

Mitigation : Performance for July - September was above target (64%)thereby resulting in a significant improvement over the six month period compared to the first quarter. This target is being monitored closely but the need to complete section 106 legal agreements continues to have a significant effect.

Action :

DS5(2) BV109b Percentage of minor planning applications determined in 8 weeks

<i>Target :</i>	65%	
<i>Result :</i>	69%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Static	<
2002/2003 Quarter 2	52%	
2003/2004 Quarter 2	69%	

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ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS - ALL TEAMS

DS5(3) BV109c Percentage of other planning applications determined in 8 weeks.

<i>Target :</i>	80%	
<i>Result :</i>	83%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 2	69%	
2003/2004 Quarter 2	85%	

DS53 BV204 % of appeals allowed against the authority's decision to refuse planning applications.

<i>Target :</i>	34%	
<i>Result :</i>	55%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	No trend data	
2002/2003 Quarter 2		
2003/2004 Quarter 2		

OUT OF TOLERANCE REPORT

Mitigation : There have been a number of appeals allowed on cases where members have overturned officer recommendations and two appeals allowed where the cases were joint planning/listed building appeals so they count double. The current performance on this indicator has been reported to planning committee so members are aware of the current situation.

Action :

Quarterly Performance Report**2004/2005 Quarter 2****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
ALL TEAMS****DS54 BV205 Score against a quality of service checklist**

Target : 90%

Result : 89% <

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

EM17 BV86 Cost of waste collection per household

Target : £27

Result : £34.95 v

Comparative Performance : No comparative data

Trend over time : Continuous decline v v

2002/2003 £23.61

2003/2004 £24.94

OUT OF TOLERANCE REPORT

Mitigation : Target figure set for refuse collection only - result now has to include cost of new recycling contracts plus additional on costs from one stop shops and customer contact centre.

Action : Amend targets for future years to take account of increased costs which now have to be included

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ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS - ALL TEAMS

EM19 Percentage of missed collections put right by the end of next working day

Target : 100%

Result : 100% ^

Comparative Performance : No comparative data

Trend over time : Improving ^

2002/2003 Quarter 2 97.1%

2003/2004 Quarter 2

EM27(1) % of abandoned vehicles inspected within 1 working day of notification

Target : 100%

Result : 43% v

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

OUT OF TOLERANCE REPORT	
<i>Mitigation :</i>	Resource shortages have resulted in inspection responses being outside target
<i>Action :</i>	Enforcement officer has now been recruited to address this issue

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
ALL TEAMS**

EM27(2) % of abandoned vehicles removed within 5 working days of confirmation of abandoned status

Target : 100%

Result : 100% ^

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

EM28 Average time taken to remove fly tips (days)

Target : 0.50

Result : 1 v

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

OUT OF TOLERANCE REPORT

Mitigation : Estimated result - awaiting accurate details from contractor ref performance in this area

Action :

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ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS - ALL TEAMS

EM4 % of watercourse screens carried out in target time

<i>Target :</i>	100%	
<i>Result :</i>	100%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Static	<
2002/2003 Quarter 2	97%	
2003/2004 Quarter 2	100%	

ES10 % of planned IPC inspections undertaken within period (Pollution Control)

<i>Target :</i>	35%	
<i>Result :</i>	15%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	No trend data	
2002/2003		
2003/2004		

OUT OF TOLERANCE REPORT

Mitigation : Work demands in other areas

Action :

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<i>Target :</i>	95%	
<i>Result :</i>	91%	<
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 2	87%	
2003/2004 Quarter 2		

ES12 % Target completion times met for RFS (Pollution team)

<i>Target :</i>	95%	
<i>Result :</i>	93%	<
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 2	91%	
2003/2004 Quarter 2		

ES14 % of H&S service requests completed within target

<i>Target :</i>	95%	
<i>Result :</i>	97%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 2	89%	
2003/2004 Quarter 2		

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
ALL TEAMS**

ES18 % of service requests responded to within target (Housing & Public Health)

Target : 90%

Result : 88% <

Comparative Performance : No comparative data

Trend over time : Improving ^

2002/2003 Quarter 2 86%

2003/2004 Quarter 2

ES19 % of service requests completed within target (Housing & Public Health)

Target : 90%

Result : 93% ^

Comparative Performance : No comparative data

Trend over time : Improving ^

2002/2003 Quarter 2 92%

2003/2004 Quarter 2

Quarterly Performance Report**2004/2005 Quarter 2****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
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<i>Target :</i>	40%	
<i>Result :</i>	28%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 2	42%	
2003/2004 Quarter 2	43.6%	

OUT OF TOLERANCE REPORT

Mitigation : These shortfalls were due to dealing with the backlog from the last financial year and the number of unplanned, unpredicted visits which had to be made in addition to the planned visits.

Action : None as the target is now back on track following the main holiday period

ES25 % of service requests completed within target (Food Safety)

<i>Target :</i>	95%	
<i>Result :</i>	98%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 2	96%	
2003/2004 Quarter 2		

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
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ES28 % Pest Control Service requests responded to within period

Target : 95%

Result : 91% <

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2
2003/2004 Quarter 2

ES29 % Dog Warden Service requests responded to within the period

Target : 95%

Result : 97% ^

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2
2003/2004 Quarter 2

ES3 % of favourable responses to customer questionnaires re: complaints investigation - food safety

Target : 45%

Result : 45% ^

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2
2003/2004 Quarter 2

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
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ES31 % area of land planned for inspection under Contaminated Land Strategy completed

Target : 50%

Result : 20% **v**

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003

2003/2004

OUT OF TOLERANCE REPORT

Mitigation : Work demands in other areas

Action : Keep under review

ES32 % planned water samples actually collected in the reporting period

Target : 40%

Result : 38% **<**

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003

2003/2004

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
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ES33 % of HIMO inspections planned for the year undertaken within period

Target : 90%

Result : 84% <

Comparative Performance : No comparative data

Trend over time : No trend data

2002/2003 Quarter 2

2003/2004 Quarter 2

HT10 Percentage of emergency call out to village footway lighting within 4 hours

Target : 100%

Result : 100% ^

Comparative Performance : No comparative data

Trend over time : Static <

2002/2003 Quarter 2

2003/2004 Quarter 2

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**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -
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HT11 Percentage of missing street nameplates replaced within 12 weeks

<i>Target :</i>	100%	
<i>Result :</i>	78%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 2	91%	
2003/2004 Quarter 2		

OUT OF TOLERANCE REPORT

Mitigation : All street nameplate replacement works have now been put on hold until the new financial year as the allowable budget has been expanded

Action :
