

**Quarterly Performance Report****2004/2005 Quarter 3****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 3****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 3

2003/2004 Quarter 3

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

*Target :* 9.8

*Result :* 8.87 ^

*Comparative Performance :* No comparative data

*Trend over time :* Continuous improvement ^ ^

2002/2003 Quarter 3 409

2003/2004 Quarter 3 15.7

**CS20 BV128a Vehicle crimes per 1,000 population**

*Target :* 10

*Result :* 8.47 ^

*Comparative Performance :* No comparative data

*Trend over time :* Improving ^

2002/2003 Quarter 3 12

2003/2004 Quarter 3 12.3

### Quarterly Performance Report

2004/2005 Quarter 3

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

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### DS11 % of planning applications registered in 5 days

<i>Target :</i>	80%	
<i>Result :</i>	52%	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	<b>v</b>
2002/2003 Quarter 3	81%	
2003/2004 Quarter 3		

### OUT OF TOLERANCE REPORT

*Mitigation :* Performance against the target continues to be affected by the high volumes of applications and the need to divert staff resources into resolving the data queries thrown up by the ongoing digitisation of post 1974 planning records, which is an essential building block for the planned enhanced land charges service..Departure of staff and the time lags in securing replacements has also been reflected in performance. Performance against the target is likely to remain below target for 2005.

*Action :* Options for additional staff to cover the data capture queries are currently being explored

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**Quarterly Performance Report**

**2004/2005 Quarter 3**

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

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**DS13 % of alleged breaches of planning control resolved in 12 weeks**

*Target :* 80%

*Result :* 58% **v**

*Comparative Performance :* No comparative data

*Trend over time :* Declining **v**

2002/2003 Quarter 3 73%

2003/2004 Quarter 3

**OUT OF TOLERANCE REPORT**

*Mitigation :* Performance reflects the fact that our enforcement officer has had a long period of sickness absence due to a back operation. Clearing of the backlog of cases will be reflected in a lower % figure until the backlog has been worked through.

*Action :* Additional enforcement resource has been brought in and progress is being made in clearing back log

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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 3 100%

2003/2004 Quarter 3

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**Quarterly Performance Report****2004/2005 Quarter 3****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -  
ALL TEAMS****DS25 % of full plans applications acknowledged in 2 days**

*Target :* 90%

*Result :* 91% ^

*Comparative Performance :* No comparative data

*Trend over time :* Improving ^

2002/2003 Quarter 3 75%

2003/2004 Quarter 3

**DS26 % of response to commencement of works notifications within 2 days**

*Target :* 100%

*Result :* 100% ^

*Comparative Performance :* No comparative data

*Trend over time :* Static <

2002/2003 Quarter 3 100%

2003/2004 Quarter 3

**DS27 Inspection of dangerous structures same day notification**

*Target :* 100%

*Result :* 96.5% <

*Comparative Performance :* No comparative data

*Trend over time :* Declining v

2002/2003 Quarter 3 97%

2003/2004 Quarter 3

**Quarterly Performance Report**

**2004/2005 Quarter 3**

**ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -  
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**DS28 % of requests for demolitions met within 2 days**

*Target :* 100%

*Result :* 93% <

*Comparative Performance :* No comparative data

*Trend over time :* Improving ^

2002/2003 Quarter 3 91%

2003/2004 Quarter 3

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**DS29 % of building notice decisions within 2 days of determination**

*Target :* 100%

*Result :* 94.8% <

*Comparative Performance :* No comparative data

*Trend over time :* Improving ^

2002/2003 Quarter 3 78%

2003/2004 Quarter 3

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**Quarterly Performance Report**

**2004/2005 Quarter 3**

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

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

<i>Target :</i>	60%	
<i>Result :</i>	45%	<b>v</b>
<i>Comparative Performance :</i>	Lower-Mid quartile	<b>&lt;</b>
<i>Trend over time :</i>	Declining	<b>v</b>
2002/2003 Quarter 3	37%	
2003/2004 Quarter 3	63%	

**OUT OF TOLERANCE REPORT**

*Mitigation :* This indicator is based on a small number of cases and is therefore volatile.(Five majors were decided in Qtr 3 of which 2 were issued in 13 weeks). Regular active management of major cases has been introduced but delays in completing legal agreements, which often involve liaison with the County Council , remains an issue.

*Action :*

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

<i>Target :</i>	65%	
<i>Result :</i>	70%	<b>^</b>
<i>Comparative Performance :</i>	Upper-Mid quartile	<b>&lt;</b>
<i>Trend over time :</i>	Continuous improvement	<b>^ ^</b>
2002/2003 Quarter 3	51%	
2003/2004 Quarter 3	59%	

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**Quarterly Performance Report**

**2004/2005 Quarter 3**

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

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

<i>Target :</i>	80%	
<i>Result :</i>	84%	^
<i>Comparative Performance :</i>	Upper-Mid quartile	<
<i>Trend over time :</i>	Continuous improvement	^ ^
2002/2003 Quarter 3	70%	
2003/2004 Quarter 3	75%	

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

<i>Target :</i>	34%	
<i>Result :</i>	50%	v
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	No trend data	
2002/2003 Quarter 3		
2003/2004 Quarter 3		

**OUT OF TOLERANCE REPORT**

*Mitigation :* The % of appeals allowed has declined over quarter 3, (40% allowed for that quarter) resulting in a welcome improvement on the indicator. Appeal trends are being carefully analysed and a year end summary will be prepared so that a balanced assessment can be made and appropriate action taken .

*Action :*

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**Quarterly Performance Report****2004/2005 Quarter 3****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 3

2003/2004 Quarter 3

**DS9 % planning decisions made under delegated powers**

*Target :* 90%

*Result :* 81% <

*Comparative Performance :* Worst quartile v

*Trend over time :* Continuous improvement ^ ^

2002/2003 Quarter 3 75%

2003/2004 Quarter 3 76%

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

*Target :* 100%

*Result :* 98% <

*Comparative Performance :* No comparative data

*Trend over time :* Declining v

2002/2003 Quarter 3 97.6%

2003/2004 Quarter 3 100%

**Quarterly Performance Report****2004/2005 Quarter 3****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -  
ALL TEAMS****EM27(1) % of abandoned vehicles inspected within 1 working day of notification**

<i>Target :</i>	100%	
<i>Result :</i>	68%	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	<b>^</b>
2002/2003 Quarter 3	81%	
2003/2004 Quarter 3	39.5%	

**OUT OF TOLERANCE REPORT**

*Mitigation :* Lack of fully trained staff & resources until late into this quarter meant delays in checking vehicles within timescale

*Action :* New enforcement officer employed late October

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

<i>Target :</i>	100%	
<i>Result :</i>	100%	<b>^</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	<b>^</b>
2002/2003 Quarter 3	97.4%	
2003/2004 Quarter 3	95.9%	

**Quarterly Performance Report****2004/2005 Quarter 3****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -  
ALL TEAMS****EM28 Average time taken to remove fly tips (days)**

<i>Target :</i>	0.50	
<i>Result :</i>	0.31	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 3		
2003/2004 Quarter 3	0.29	

**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 3	97%	
2003/2004 Quarter 3	100%	

**ES11 % Target response times met for RFS (Pollution Control)**

<i>Target :</i>	95%	
<i>Result :</i>	91%	<
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 3	94%	
2003/2004 Quarter 3		

**Quarterly Performance Report****2004/2005 Quarter 3****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -  
ALL TEAMS****ES12 % Target completion times met for RFS (Pollution team)**

<i>Target :</i>	95%	
<i>Result :</i>	90%	<
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 3	95%	
2003/2004 Quarter 3		

**ES14 % of H&S service requests completed within target**

<i>Target :</i>	95%	
<i>Result :</i>	98%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 3	93%	
2003/2004 Quarter 3		

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

<i>Target :</i>	90%	
<i>Result :</i>	86%	<
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 3	89%	
2003/2004 Quarter 3		

**Quarterly Performance Report****2004/2005 Quarter 3****ENVIRONMENTAL SERVICES PORTFOLIO - ALL SERVICE AREAS -  
ALL TEAMS****ES19 % of service requests completed within target (Housing & Public Health)**

<i>Target :</i>	90%	
<i>Result :</i>	90%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Improving	^
2002/2003 Quarter 3	88%	
2003/2004 Quarter 3		

**ES23 % of food safety inspections planned for the year undertaken within period**

<i>Target :</i>	60%	
<i>Result :</i>	69%	^
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	v
2002/2003 Quarter 3	51%	
2003/2004 Quarter 3	72.6%	

**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 3	97%	
2003/2004 Quarter 3		

**Quarterly Performance Report**

**2004/2005 Quarter 3**

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**ES28 % Pest Control Service requests responded to within period**

*Target :* 95%  
*Result :* 90% <

*Comparative Performance :* No comparative data

*Trend over time :* No trend data

2002/2003 Quarter 3

2003/2004 Quarter 3

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**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 3

2003/2004 Quarter 3

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

*Target :* 100%  
*Result :* 100% ^

*Comparative Performance :* No comparative data

*Trend over time :* No trend data

2002/2003 Quarter 3

2003/2004 Quarter 3

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**Quarterly Performance Report**

**2004/2005 Quarter 3**

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**ES33 % of HIMO inspections planned for the year undertaken within period**

*Target :* 90%

*Result :* 100% ^

*Comparative Performance :* No comparative data

*Trend over time :* No trend data

2002/2003 Quarter 3

2003/2004 Quarter 3

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**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 3

2003/2004 Quarter 3

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### Quarterly Performance Report

2004/2005 Quarter 3

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

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### HT11 Percentage of missing street nameplates replaced within 12 weeks

<i>Target :</i>	100%	
<i>Result :</i>	79.5%	<b>v</b>
<i>Comparative Performance :</i>	No comparative data	
<i>Trend over time :</i>	Declining	<b>v</b>
2002/2003 Quarter 3	89%	
2003/2004 Quarter 3		

#### OUT OF TOLERANCE REPORT

*Mitigation :* This target has not been achieved due to the need to halt works on this activity due to restricted funding in this financial year.  
A bid for increased funding in 05/06 has been accepted through the service plan process and this will address the current problem

*Action :*

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