

**PERFORMANCE REPORT APRIL 2009 – MARCH 2010 - ENVIRONMENTAL SERVICES, PLANNING AND HIGHWAYS, ROADS AND TRANSPORT**

**Report of the Chief Executive, Deputy Chief Executive & Executive Director City Services**

**1.0 Purpose of the report**

The purpose of this report is to provide Environment and Attractive Scrutiny Committee with a performance update relating to the period April 2009 to March 2010. This report includes key achievements during 2009/10, residents satisfaction with services and progress in relation to the LAA targets and other national indicators.

**2.0 Background**

2.1 Members will recall that a new performance framework was implemented during 2008/2009. This includes 198 new National Indicators which replaces previous national performance frameworks. As part of this new framework 49 national indicators have been identified as key priorities to be included in the Local Area Agreement (LAA). Performance against the priorities identified in the LAA and associated improvement targets have been reported to Scrutiny Committee throughout 2009 as part of the quarterly performance monitoring arrangements. The LAA priorities have been a key consideration in CAA in terms of the extent to which the partnership is improving outcomes for local people. CAA was introduced in April 2009 to provide an independent assessment of how local public services are working in partnership to deliver outcomes for an area. However, the coalition government have abolished CAA with immediate effect. Progress in the LAA will continue to be monitored through 2010/11 (which is the last year of the agreement) through the Council and the Sunderland Partnership's performance management and reporting arrangements. The performance will be reviewed when further national direction is available to ensure that it is fit for purpose

As part of the development of Scrutiny particularly in terms of strengthening performance management arrangements, Policy Review recommendations have been incorporated in to the quarterly performance report on a pilot basis. The aim is to identify achievements and outcomes that have been delivered in the context of overall performance management arrangements to enhance and develop Scrutiny's focus on delivering better outcomes and future partnership working. The next progress report will be provided in December 2010.

2.2 **Appendix 1** provides an overview of the position for relevant national indicators and also any local performance indicators that have been retained to supplement areas in the performance framework that are not well covered by the national indicator set.

## **3.0 Findings**

### **3.1 Key Achievements**

Sunderland enjoyed success in this year's annual Northumbria in Bloom Awards winning the Best Large City category with Rainton Bridge named as the best business park.

A 12-month programme has started to provide all householders across the city with new blue recycling bins in order to make it easier for residents to recycle and get closer to the target of recycling half of our household waste by 2020. This is the first time residents are able to recycle plastic bottles and all cardboard in addition to glass, paper and cans as part of the new and improved recycling service.

Work is well underway on the £3.6million regeneration of Barnes Park. Once complete (parts of the project are already open to the public and are proving to be very popular) the transformation will include disabled and able-bodied play spaces, changing and toilet provision, cycleway, CCTV, sensory and formal gardens. Historic features such as canon, bandstand, railings and gates are being restored. The park lake will have a new bridge and the surrounding area will be rejuvenated, and there will be car parking, new seating, railings and signage.

Sunderland became the first local authority in England to implement a new 'public access' software system to enable residents, councillors and others to make it easier to look at planning applications on-line. The IDOX public access software solution is radically changing the way in which the City Council engages with planning stakeholders in the city. The system enables users to track the progress of their own or other planning applications, as well as to comment on-line. Improving public access to information about planning applications will reduce the need for people to make phone calls to or visit the Civic Centre to obtain details, and will help staff to further improve what is already high performance in dealing with planning applications.

In the city centre work started on a pilot scheme to de-clutter and enhance the public realm in High Street West, Union Street (north) and Athenaem Street between the Railway Station and Fawcett Street.( which are nearing completion. Design work has been finalised for major public realm refurbishment of Market Square. With a budget of a little over £1 million, work will start on site in September 2010.

Street scene work in Sunnyside has begun to improve its connections with the rest of the city centre. The £2 million of work includes pavement widening and better street lighting for St Thomas Street, High Street West (between Fawcett Street and Norfolk Street) and West Sunnyside and Norfolk Street (between High Street West and Sunnyside Gardens).

## 3.2 Customer Focus

63% agree that local public services are working to make the area cleaner and greener.

Satisfaction with refuse collection (84%) and doorstep recycling (70%) is high. 75% of respondents have used local tips / household waste recycling centres within the last 12 months and of those 71% are satisfied. While 83% of respondents have used parks and open spaces in the last 12 months and 69% are satisfied.

## 3.3 Performance

A full overview of performance can be found in appendix 1 the following section contains those performance indicators that are in the Local Area Agreement and any relevant improvement activity where performance is declining and / or we haven't achieved the target set for 2009/10.

### 3.3.1 Recycling and Street Cleansing

In relation to recycling and street cleansing there are two national indicators are priorities identified in the LAA. An overview of available performance can be found in the following table.

NI Ref	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 195	Improved street and environmental cleanliness					
	a) litter	4%	2	▲	9%	✓
	b) detritus	5%	4	▲	7%	✓
	c) graffiti	4%	2	▲	3%	✓
	d) fly posting	0	0	◀▶	1%	✓
NI 192	Household waste Recycled and composted	25.59%	27.16%	▲	30%	✗

Recycling is increasing - 27.23% of household waste was recycled during 2009/2010 this is an improvement on the previous year when 25.6% of waste was recycled. The amount of residual household waste collected per household fell from 819kgs in 2008/2009 to 780.58kgs in 2009/2010.

Although recycling performance is improving the target of 30% has not been achieved. A number of initiatives have been implemented to assist the achievement of the recycling targets. These include:

- the introduction of the blue- bin scheme- its impact is expected to be seen in 2010/11
- a number of on-street recycling schemes being implemented

- additional facilities provided at existing sites to accommodate a wider range of recyclable materials.
- improvements to bring sites are planned

Street and environmental cleanliness has improved during 2009/2010. Only 2% of streets and land in Sunderland have unacceptable levels of litter (4% in 2008/2009), 5% unacceptable levels of detritus (5% in 2008/2009), 3% unacceptable levels of graffiti (4% in 2008/2009) and none have unacceptable levels of fly posting the same as the previous year.

### 3.3.2 Planning

In relation to planning there is one national indicator that is a priority identified in the LAA. An overview of available performance can be found in the following table.

NI Ref	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 159	Supply of ready to develop housing sites	145%	120.16%	▼	100%	✓

Performance against NI 159 Supply of ready to develop housing sites has exceeded the target of 100%. The supply of ready to develop housing sites has reduced when compared to the previous year as a consequence of the economic climate and targets for 2009/10 were set to anticipate this.

The processing of major applications within 13 weeks (NI 157a), minor applications (NI 157b) and other applications (NI 157c) within 8 weeks all exceeded the targets set. This has been achieved in the context of a reduced workforce and a mounting new additional workload arising out of application enquiries.

### 3.3.3 Transport & Road Safety

The percentage change in the number of people killed or seriously injured (KSI) has improved from -0.90% in 2008/09 to 2.80% in 2009/10, however, the target of 4.70% has not been achieved. When comparing the number of people killed or seriously injured there has been an increase from the previous year, 93 in 2008 and 100 in 2009

The percentage change in the number of children killed or seriously injured has declined from 12% in 2008/09 to 1.50% in 2009/10, the target of 13.60% has not been achieved. When comparing the actual number of children killed or seriously injured it shows rose from 13 in 2008 to 23 in 2009.

Whilst both these indicators show an increase year on year the number of those killed or seriously injured in Sunderland continues on a downward trend when compared to the baseline year for measurement (1994-1998)

These 2009 KSI numbers show a 38% reduction from the 1994-1998 baseline, compared to the national casualty reduction target of 40% by 2010; and child KSI numbers are currently at the 50% national target reduction level for 2010.

The council continues to work hard to reduce KSI through education, promotion and the implementation of traffic engineering measures where appropriate. A prioritisation mechanism has been developed which gives priority to sites with significant accident history and has been used to assist in formulating a programme of future works.

### 3.3.4 Accessibility to Services

In relation to accessibility to services there is one national indicator that is a priority identified in the LAA. An overview of available performance can be found in the following table.

	Performance Indicator	Performance 2008/09	Performance 2009/10	Trend	Target 2009/10	Target achieved
NI 192	Access to services and facilities by public transport, walking and cycling					
	(i) % of households within 20 minutes of closest secondary school	100%	100%		100%	✓
	(ii) % of households within 20 minutes of closest primary school	100%	100%		100%	✓
	(iii) % of households within 30 minutes of closest (A&E) hospital	88.50%	87.1%		88.20%	✗
	(iv) % of households within 20 minutes of closest GP surgery	99.70%	99.70%		99.80%	✓
	(v) % of households within 40 minutes of specific employment sites					
	(a) Doxford	86.60%	87.8%		86.90%	✓
	(b) Nissan	70.30%	79.20%		70.80%	✓
	(c) Pattinson	74.30%	77.20%		83.70%	✗
	(d) City Centre	85.80%	84.50%		89.70%	✗

Accessibility to schools and services is very good in Sunderland - 100% of households are within 20 minutes of the closest primary or secondary school. 99.70% are within 20 minutes of closest GP surgery. 87.10% are within 30 minutes of the closest (A&E) hospital. 87.80% of households are within 40 minutes of Doxford International Business Park. 84.50% of households are within 40 minutes of the City Centre. 79.20% of households are within 40 minutes of Nissan and 77.20% of households are within 40 minutes of Pattinson Industrial Estate.

These changes may result from minor modifications in public transport routing. The council continues to work with Nexus and the bus operators to develop a strategy that meets the needs of all users.

## 4.0 Recommendation

That the committee considers the continued good progress made by the council and the Sunderland Partnership and those areas requiring further development to ensure that performance is actively managed.

## 5.0 **Background Papers**

None

---

Contact Officer : Gillian Robinson, Corporate Performance Monitoring  
Manager: 561 1948  
[gillian.robinson@sunderland.gov.uk](mailto:gillian.robinson@sunderland.gov.uk)