

ENVIRONMENT AND ATTRACTIVE CITY SCRUTINY COMMITTEE

13 DECEMBER 2010

PERFORMANCE REPORT QUARTER 2 (APRIL – SEPTEMBER 2010)

REPORT OF THE CHIEF EXECUTIVE

Strategic Priority: SP5 - Attractive and Inclusive City

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 to September 2010. This quarter the report includes:

- Progress in relation to the LAA targets and other national indicators.
- Progress in relation to the Traffic Issues Policy Review, 20mph Zones Policy Review and Allotment Provisions Policy Review Recommendations.
- Results of the annual MORI residents survey which took place during May to July 2010

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 framework will be reviewed when further national direction is available to ensure that it is fit for purpose.
- 2.2 The annual Ipsos MORI residents' survey was undertaken from May to July 2010. The survey takes the form of face to face interviews with 1215 residents across the city. The results in terms of the services within the committees remit are also incorporated into this performance report.
- 2.3 As part of the development of Scrutiny particularly in terms of strengthening performance management arrangements, Policy Review recommendations have been incorporated into 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 latest progress report in relation to the Traffic Issues Policy Review, 20mph Zones Policy Review and Allotment Provision Policy Review is included as **Appendix 2**.

2.4 **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.

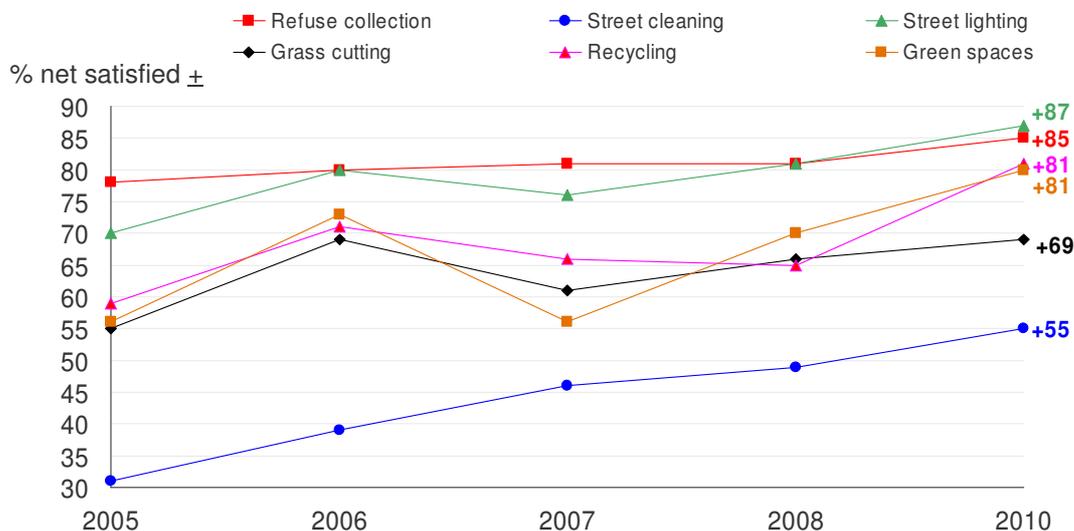
3.0 Findings

3.1 Consultation

The Ipsos Mori residents' survey 2010 shows satisfaction levels with Environmental Services are high in Sunderland. 9 in 10 residents are satisfied with refuse collection, an increase to 91% compared to 88% in 2008. Satisfaction with doorstep recycling (88% up from 80% in 2008) and street cleaning (74% up from 69% in 2008) has also improved from the previous year. The graph below shows net satisfaction with aspects of street scene services over the last five years.

Street scene satisfaction – cleanliness

Q *I would like you to tell me how satisfied or dissatisfied you are with the quality of each of these in your local area.*



Ipsos MORI Base: c. 1,200 Sunderland residents

Source: Ipsos MORI

Satisfaction levels and their improvement within each of the five areas largely coincided with the pattern of the blue bin roll-out with both the Coalfield (83% to 95%) and Washington (72% to 91%) areas largely having been covered by late May (before the survey period). North was largely covered by late July. East and West, however, did not receive bins until after the survey period

Increasing numbers of people think the City Centre is well maintained; three in five (62%) now say the level of cleanliness is good, compared with closer to half in 2004 (54%).

Satisfaction with all aspects of parks and open spaces has improved during 2010, grass cutting of open spaces improved from 75% in 2008 to 77% in 2010. Satisfaction with green spaces in your neighbourhood has also improved from 81% in 2008 to 88% in 2010. Satisfaction with parks has improved from 70% in 2008 to 74% in 2010. However, satisfaction with sports facilities in parks has seen a dramatic improvement from 52% in 2008 to 67% in 2010, while the percentage dissatisfied with the service has fallen from 24% in 2008 to 16% in 2010. The table below provides a breakdown of results:

	Satisfied (%)		Dissatisfied (%)	
	2008	2010	2008	2010
Grass cutting of open spaces	75	77	9	8
Green spaces in your neighbourhood	81	88	11	7
Parks	70	74	20	19
Sports facilities in parks	52	67	24	16

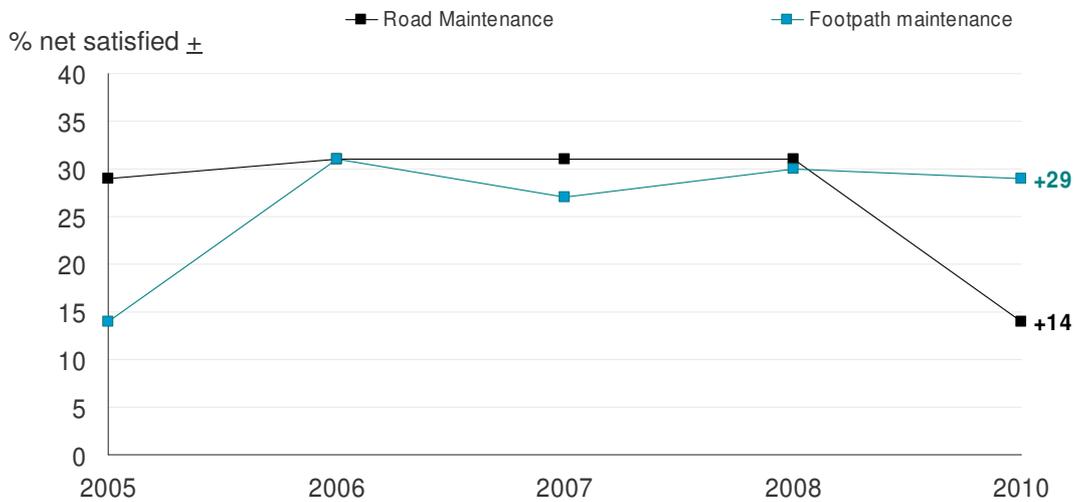
Street lighting continues to improve, satisfaction with footpath maintenance remains stable. However, satisfaction with road maintenance has declined while dissatisfaction has increased. The table below provides a breakdown of results:

	Satisfied (%)		Dissatisfied (%)	
	2008	2010	2008	2010
Road Maintenance	58	51	27	37
Footpath Maintenance	59	59	29	27
Street Lighting	88	92	6	5

68% of residents felt that the standard of footpaths and pedestrian areas in the City Centre was either 'very or fairly good' which is broadly in line with 2008. 84% of respondents agreed that pedestrians can easily get to where they want to go in the city centre a slight improvement on 2008 when 82% agreed. 56% of respondents agreed that road traffic generally moves freely on roads in the city centre the same percentage was recorded in 2008. The graph below shows net satisfaction with both road and footpath maintenance.

Street scene satisfaction – roads and footpaths

Q I would like you to tell me how satisfied or dissatisfied you are with the quality of each of these in your local area.



Ipsos MORI Base: c. 1,200 Sunderland residents

Source: Ipsos MORI



3.2 Performance

A full overview of performance can be found at appendix 1. The following section contains an overview of performance.

Recycling and Street Cleaning

The percentage of household waste arising which have been sent for reuse, recycling, compost or anaerobic digestion has improved when compared to the same period the previous year. From 30.81% to 32.25%, based on current performance the target of 32% will be achieved. The improvement in the recycling rate impacted on the amount of waste that was sent to landfill which also improved when compared to the same period the previous year. From 67.33% to 65.75% against a target of 68%.

The number of kilograms of household waste collected that is not sent for reuse, recycling, composted or treatment by anaerobic digestion also improved when compared to the same period the previous year. From 399.90kgs to 388kgs against a target of 796kgs. Based on current performance it is anticipated that the target will be achieved.

Planning

The percentage of minor planning applications dealt with in 8 weeks improved when compared to the same period the previous year. From 95.08% at the end of September 2009 to 97.04% at the end of September 2010, the improvement in performance means that the target of 93.50% will be achieved.

The percentage of major planning applications dealt with in 13 weeks and the percentage of other planning applications dealt with in 8 weeks slightly declined when compared to the same period the previous year. 90% of major applications were dealt with in 13 weeks at the end of September 2009 this has declined to 86.36% at the end of September 2010, despite this the target of 80% is expected to be achieved. 99.12% of other applications were dealt with in 8 weeks at the end of September 2009 and 98.80% were dealt with at the end of September 2010, it is still expected that the target of 98% will be achieved. Despite the slight decline we have once again seen a high level of performance delivered by the Development Control team, with support from other planning sections. This has been achieved in the context of a reduced workforce and a mounting new additional workload arising out of application enquiries yet still producing performance figures that are the highest recorded within Tyne and Wear and place the authority within the top quartile (i.e. top 10 authorities in the country) when measured nationally.

Transport and Road Safety

The number of people slightly injured in road traffic collisions has improved when compared to the same period the previous year. From 492 to 389 based on current performance the target of 910 will be achieved.

The number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions has declined when compared to the same period the previous year. From 11 to 15 based on current performance the target of 13 will not be achieved. The council continues to work hard to reduce child KSI's through education, promotion, training and the implementation of traffic engineering measures where appropriate. A prioritisation mechanism has been developed which gives priority to sites with a significant accident history and has been used to assist in formulating a programme of future works.

A full breakdown of all performance can be found at appendix 1.

3.3 Policy Review Recommendations

The recommendations agreed as part of the committees Policy Reviews will deliver a range of improvement activity. A full overview of progress is attached as appendix 2, the table below provides a summary of the number and percentage of each policy reviews recommendations that have been achieved, are on schedule to be achieved, are not now deliverable, or are not on schedule to be achieved.

Policy Review	Rag Key			
	★ Green (Recommendation achieved)	● Blue (On schedule)	● Amber (Recommendation not deliverable)	▲ Red (Not on schedule)
Traffic Issues	1 (13%)	4 (50%)	3 (37%)	0 (0%)
20mph Zones	2 (29%)	4 (71%)	1 (0%)	0 (0%)
Allotment Provision	5 (45%)	3 (27%)	1 (9%)	2 (18%)

2.0 Recommendation

- 2.1 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.