

AGENDA MANAGEMENT SHEET

Name of Committee **Cabinet**

Date of Committee **21st July 2005**

Report Title **Composite Performance Report 2004/05
(April 2004 – March 2005) and Key
Messages from Public Consultation.**

Summary

This report provides an analysis of the Council's performance for the full year 2004/05 (the period 1st April 2004 to 31st March 2005) as part of the Performance Management Framework. It reports on performance against the key actions from the Corporate Business Plan, Corporate Headline Indicators (CHIs) and Key Messages from Public Consultation under the six Corporate Objectives.

**For further information
please contact:**

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**Would the recommended
decision be contrary to the
Budget and Policy
Framework?**

No.

Background papers

Corporate Business Plan 2004/7

Best Value Performance Report 2005-06

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- | | | |
|-----------------------|-------------------------------------|---|
| Other Committees | <input type="checkbox"/> | |
| Local Member(s) | <input type="checkbox"/> | |
| Other Elected Members | <input type="checkbox"/> | Cllrs David Booth and Frank McCarney . |
| Cabinet Member | <input checked="" type="checkbox"/> | Cllrs Alan Farnell, Bob Stevens, Alan Cockburn
and Colin Hayfield. |
| Chief Executive | <input checked="" type="checkbox"/> | |
| Legal | <input type="checkbox"/> | |

- | | | |
|--------------------------|-------------------------------------|-------------------------------------|
| Finance | <input type="checkbox"/> | |
| Other Chief Officers | <input checked="" type="checkbox"/> | COMT 29 th June 2005 |
| District Councils | <input type="checkbox"/> | |
| Health Authority | <input type="checkbox"/> | |
| Police | <input type="checkbox"/> | |
| Other Bodies/Individuals | <input checked="" type="checkbox"/> | Key Officers within the departments |

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- | | | |
|--|--------------------------|-------|
| Further consideration by
this Committee | <input type="checkbox"/> | |
| To Council | <input type="checkbox"/> | |
| To Cabinet | <input type="checkbox"/> | |
| To an O & S Committee | <input type="checkbox"/> | |
| To an Area Committee | <input type="checkbox"/> | |
| Further Consultation | <input type="checkbox"/> | |

Cabinet - 21st July 2005

Full Year Composite Performance Report 2004/05 and Key Messages from Public Consultation

Report of the County Solicitor and Assistant Chief Executive

Recommendation

- 1) That Cabinet note the contents of the report and note that full year reports from individual departments will be reported to relevant Overview and Scrutiny Committees.
- 2) That Cabinet identify any aspects of performance where they believe there is potential to improve and consider the performance issues raised in the report that may require attention.
- 3) That Cabinet note the Key Messages from Public Consultation identified in the report.

1. Background

- 1.1 The Composite Performance Report shows the performance of our Corporate Headline Indicators (CHIs) grouped together under each Performance Area within the six Corporate Objectives. Its purpose is to give an overview to Cabinet of the performance of the Organisation over the last year and help identify performance areas that may require attention. A copy of the report is attached for Cabinet Members and can be viewed on the Committee Administration System and on the Warwickshire Web.
- 1.2 The report also shows a summary of our progress for the year against the Corporate Business Plan 2004/07 and the Key Messages from Public Consultation grouped under the six Corporate Objectives.
- 1.3 We have used standard 'traffic light' reporting of red, amber and green. Performance is presented with analysis of Trend, Target and Comparison and progress against Corporate Business Plan actions using this coloured 'traffic light' approach.
- 1.4 The Best Value Performance Report for 2005/06 contains further detail of the full suite of performance indicators. Other details can be found in the individual Departmental Performance Reports, which are produced for review by the relevant Overview and Scrutiny Committees.

2. Content of the Composite Report

- 2.1 This report seeks to present an objective analysis of our Corporate Performance Areas, grouped by each of the six corporate strategic objectives. Information is shown in a 'traffic light' form to show performance against trends over time; the targets set for 2004/05 and to compare performance with national and other County Council results up to and including the data for 2003/04, if available.
- 2.2 In addition to the 'traffic light' reporting, commentary is provided as further detail for explanation, analysis or information.

3. Next Steps.

- 3.1 The report is presented to enable a review of key performance results and thereby allow Cabinet to identify any issues that they particularly wish to be highlighted on our corporate performance in 2004/05 and any actions to be taken in 2005/06 to address these issues.

David Carter
County Solicitor and Assistant
Chief Executive

Shire Hall, Warwick.

**Composite Performance Report 2004/05
And
Key Messages from Public Consultation**



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1 INTRODUCTION

This report shows Warwickshire County Council's performance for 2004/05 (April to March) in a coloured 'traffic light' form for each of our Corporate Performance Areas against targets and milestones.

This report summarises our performance over time for our key Corporate Headline Indicators (CHIs). Where there are several indicators behind the Performance Area shown, we have presented the group of indicators with a single 'traffic light' score to best represent all the Corporate Headline Indicators in that area. Overall commentary is given to indicate performance of the area and also performance of individual indicators if required for better understanding and interpretation.

The report also contains an update on progress against the key actions from the Corporate Business Plan (CBP).

Indicators and CBP actions are grouped by each of our six Corporate Objectives:

- **Promote Lifelong Learning and Personal Development**
- **Promote the Health and Social Care of our Citizens**
- **Improve the Environment**
- **Reduce Crime and Improve the Safety of the Community**
- **Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all**
- **Ensure Sound Governance of the County Council to provide Accessible, Responsive and Well-Managed Services**

Performance is presented with analysis of **Trend**, **Target** and **Comparison**, with performance indicators grouped into Performance Area and using a coloured 'traffic light' approach with a scoring explanation as follows,

Performance Key	Trend	Target	Compare
Green	Continuous improvement over the last 2-3 years or improvement on previous year if little data.	Met or exceeded target set.	Met or exceeded County Council or national average figures.
Amber	Fluctuation above or below target or some improvement, but not yet consistent.	Target missed by 10% or less.	Missed County Council or national average figures by 10% or less.
Red	Reverse trend (greater than 10%) to that of the Aim of the indicator.	Target missed by more than 10%.	Missed County Council or national average figures by more than 10%.
White	Only current value or no data available.	No target set.	No comparative data available.

Progress on Corporate Business Plan actions is also presented using a coloured 'traffic light' approach with an explanation as follows,

Performance Key	Progress
Green	Actions are complete or on track for completion by the target date.
Amber	Actions are partially complete or full completion will be delayed by six months or less of the target date.
Red	Actions are not complete or partially complete and full completion will be delayed by greater than six months from the target date.
White	Actions have been permanently deleted or deferred indefinitely.

This report also presents an update on the results from public consultation for 2004/05 April to March as they relate to each of the six Corporate Objectives. It covers results from the three corporate consultation activities undertaken in this period (i.e. the Public Satisfaction Survey, Citizens' Panel and Mystery Shopping) as well as some of the main service consultations.

This year as well as undertaking the annual postal Public Satisfaction Survey, which is our main tool for measuring trends in satisfaction with the County Council and is the basis of the Corporate Headline Indicators, the County Council also undertook a face-to-face Public Satisfaction Survey. This gave a more informed response from residents, which will give a basis for service improvement actions to be taken.

A planned programme of consultation via the **Citizens' Panel** has been developed and is designed to reflect the Council's corporate priorities and objectives. Over the last year the Citizens' Panel has been consulted on Environmental issues, Community Safety, Customer Contact and Older People's Services, with the current wave (June 2005) focussing on Access to Services.

A review has been undertaken of our **Mystery Shopping** Process and improvements made which have improved the quality of information. The last wave of Mystery Shopping was undertaken in February 2005 and a mini wave will be undertaken in October 2005, which will focus on any problem areas identified.

2 Promote Lifelong Learning and Personal Development

Corporate Headline Indicators

School Improvement Strategy for 16-19 year olds CH51, CH66	<p>The 2004/05 actual of the Average Points Score per student is 308.6, which is above the 2003/04 actual figure of 296.8, reversing the slight decline with an improvement of over 10 points. The figure is also better than the target of 297.8.</p> <p>There has been a change in indicator CH66 for this year and future years to the 'Average point score per exam entry'. This is due to the fact that the original indicator measurement of the 'Percentage of 16 and 17 year olds participating in full time education and training' was difficult to derive from the almost identical indicator CH15 (Percentage positive destinations for 16+ school leavers) collected under the "Vibrant Economy" corporate objective, which also includes employment in the definition of positive destinations. For 2004/05 the Average Points Score per exam entry is 81.7 an improvement on the 2003/04 figure of 79.4. If these indicators improve again in 2005/06 the trend will be traffic lighted as 'Green'.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Green	Green	
Trend	Target	Compare					
Amber	Green	Green					
School Improvement Strategy KS4, 16 year olds CH52	<p>The percentage of pupils achieving at least five A* to C GCSEs or equivalent is 54.3% for 2004/05, slightly above the 2003/04 figure and down on the 2004/05 target of 57%.</p> <p>However, this slight improvement is in line with our statistical neighbours and remains above the national average.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Amber	Green	
Trend	Target	Compare					
Amber	Amber	Green					
School Improvement Strategy KS3, 14 year olds CH54a-d	<p>Although all indicators are below the targets set for 2004/05 they are showing an increase over the 2003/04 actual figures leading to a positive trend.</p> <p>The figures for 2004/05 are also above those of our statistical neighbours and the national averages.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Amber	Green	
Trend	Target	Compare					
Green	Amber	Green					
School Improvement Strategy KS2, 11 year olds CH55, CH56	<p>The 2004/05 figures show an increase over the 2003/04 actual figures for all indicators. However, they are below the target figures agreed and set with the DfES.</p> <p>The figures continue a positive trend and are also well above the County Council and national averages, being better than the County Best Quartile figures of last year.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Amber	Green	
Trend	Target	Compare					
Green	Amber	Green					
Community Learning - Early Years CH59	<p>The number of new childminders registered for the year on the count day was 160 better than the 2004/05 target of 123 but down on the 2003/04 figure.</p> <p>Targets will be reviewed in September 2005. Development of Children's Centres will change the childminder market slightly. It is anticipated that the general stock of childminders will remain steady between 790-840 per quarter. Childminders are self-employed and can choose to set up in business anywhere as long as they are registered by Ofsted. Therefore the trend will tend to naturally fluctuate and does not necessarily indicate an issue.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Amber	Green	White	
Trend	Target	Compare					
Amber	Green	White					

Promote Lifelong Learning and Personal Development

Satisfaction with Education CH61, CH62, CH63	<p>There has been a recovery from the reduction in satisfaction generally, with an increase to 50.1% of citizens satisfied with Education Services from a 2003/04 figure of 46.8%.</p> <p>The percentage of citizens who are Users of Education Services that are satisfied remains high at 78%, an improvement on last years figure and better than target. Schools satisfaction with the Education Service has remained at last year's level.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	
Trend	Target	Compare					
Green	Green	White					
Satisfaction with Library Services CH64, CH65	<p>Trend, Target and Compare 'traffic lights' are largely based on the fact that the 'users of Library Services' satisfaction figure of 88% is below the target, the 2003/04 figure and the County Council and national averages.</p> <p>However, taking the non-users of the services into account, the overall satisfaction with Library Services from citizens is slightly improved over last year at 73%. When comparing ourselves with other County Councils and nationally, we are better than both County and National average figures and in the County Best Quartile for users of the service.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Amber	Green	
Trend	Target	Compare					
Amber	Amber	Green					

Promote Lifelong Learning and Personal Development

Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	% of Total	
Green	4	31%	
Amber	9	69%	<p>Priority – Raise standards of achievement for learners, particularly in schools.</p> <p>Action – Focus on improving the quality of teaching and learning across the county, embedding processes of self-review, learning from national and international best practice.</p> <ul style="list-style-type: none"> Warwickshire did not achieve the targets set by the DfES, however these were extremely challenging. In KS2, KS3 and KS4 Warwickshire has performed above the national average and also performed above statistical neighbours in all but one area of assessment. In some areas of assessment Warwickshire has performed well above our statistical neighbours. In 2002 there were 4 schools below the floor target of 30% 5+ A*-C grades. In 2004 this had fallen to just 2 schools, Bishop Wulstan and Ash Green. Measures have been taken to bring about necessary improvements. The Government's Leadership Incentive Grant will cease in March 2006. <p>Action – Give educational establishments the confidence to raise standards through excellent provision of a dynamic, relevant, rich and forward-thinking curriculum.</p> <ul style="list-style-type: none"> By March 2005, the number of classes for mother tongue GCSE courses will be increased from 46 to 52 and three additional languages will be supported. - 50 Community Language classes are delivered in partnership with the community and these have consistently received good examination results. The classes are delivered for the four languages of Urdu, Punjabi, Gujarati and Arabic. <p>Action – Support educational establishments to reach targets for gifted and talented learners.</p> <ul style="list-style-type: none"> Guidance produced on the role of 'gifted and talented co-ordinators in schools in Spring 2004. It was hoped to supplement this with further advice to co-ordinators in Spring 2005, however the publication of this advice has been delayed.

Amber			<p>Priority – Counteract the effects of deprivation and disadvantage on standards.</p> <p>Action – Develop universal early years and childcare entitlements for all Warwickshire families through work on Sure Start, Early Years, Childcare and Family Learning projects.</p> <ul style="list-style-type: none"> Family learning, literacy and numeracy projects have been established in participating schools. However, the numbers of people participating are below the targets. 535 adults have attended family learning programmes, with a further 1,000 attending ICT programmes, 236 attending basic skills programmes and 450 attending capacity building programmes. In addition to this 1,882 have attended grant-aided adult learner schemes. In total 4,103 adult learners attended programmes in 2003/2004 academic year. <p>Action – Targeted youth work programmes to support the transition of young people from childhood to adulthood.</p> <ul style="list-style-type: none"> Contact figure of 25% has been achieved. However, it has not been possible to use the MIS as effectively as it was hoped and consequently the information on recorded outcomes is not accurate. A revised / new system is being explored to enable more accurate information. The desired implementation of a new structure has been delayed through the Strategic Review of Services for Young People, although Community Education has been separated into Youth & Community and Adult & Community Learning Services thereby realising a more focussed approach to youth work. The DfES target of 30% of participants gaining accreditation is particularly challenging with limited resources. 4% of participants gained an accreditation in 2004/2005. It is hoped that this will be raised to 5% by March 2006. <p>Priority – Promote the access and inclusion of all learners.</p> <p>Action – Embed mechanisms, such as dual registration, dual funding and inter-agency partnerships, to ensure appropriate provision and support for all children.</p> <ul style="list-style-type: none"> Systems for school self-assessment and evaluation of SEN and inclusion practice now in place. Schools use survey information to support their self-evaluation and Area SEN Monitoring meetings maintaining close links with the LEA. Progress indicators being used to track pupil progress. 1/3 of all schools visited for supported self-evaluation. Responded to all schools who had self-selected or that had been raised as a concern. Produced and updated School SEN Self-Evaluation Framework and supporting Evidence Booklet System in place for monitoring the progress of SEN pupils.
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Promote Lifelong Learning and Personal Development

Amber			<p>Action – Address equalities through making provision and offering services, which are inclusive for all individuals and groups of learners, particularly vulnerable children.</p> <ul style="list-style-type: none"> The Education Department is making progress towards Level 2 of the Equalities Standard by implementing a programme of Equality Impact Assessments. The revised expected completion date for this is March 2006. All schools are understood to have Race Equality Policies (93% have been quality assured by the Department) and appropriate action plans in place. The LEA continues to provide guidance and support on all incidents of racial harassment. <p>Action – Undertake diversity and specialist projects such as extended schools and the further development of coherent services for learners.</p> <ul style="list-style-type: none"> The original target of four more extended schools projects running by March 2005 is no longer relevant as there has been further clarification on the different elements of the extended schools agenda since March 2004. Cabinet approved the process for becoming an extended school in July 2004 and one secondary school was endorsed as an extended school in November 2004. There has been good progress since March 2005 with four schools undertaking the process of becoming an extended school with others interested. <p>Action – Implement new Council Behaviour Strategy by March 2005.</p> <ul style="list-style-type: none"> Major consultation on Behaviour Strategy took place in March 2005. Consultation is ongoing with Headteacher Policy Groups. Strategy expected to be launched in the Autumn Term of 2005/2006. A new milestone target of December 2005 has been set.
Red	0	0%	
TOTAL =	13		

Key Messages from Consultation

Satisfaction with Council departments is strongly affected by service use; which is perhaps obvious, but should be borne in mind when examining findings of the User Satisfaction surveys. Absence of satisfaction does not equal dissatisfaction, but often equals absence of experience on which to base an opinion. This was particularly apparent in the face-to-face survey.

Education

The general satisfaction level for Education Services from the Public Satisfaction Survey had improved from 46.8% in 2003 to 50% in 2004. Amongst users of the services the satisfaction level was considerably higher at 77%.

In the face-to-face consultation the two reasons given for dissatisfaction with Education Services were 'poor standard of teaching' and 'lack of discipline in schools' (small samples).

The higher satisfaction level amongst users was also reflected in Warwickshire Sure Start Early Years and Childcare Partnership Parents Survey. This survey was sent to 6,700 parents of 3 & 4 year old nursery children in June 2004 and showed that 89% of parents were satisfied or very satisfied with the education their child is receiving.

Libraries

Overall, 73% of all respondents were satisfied with their library, a 1% increase from 2003 results (only 3% expressed dissatisfaction). Although 88% of respondents who had visited their library were satisfied, this is down on last years figure of 95%. Respondents from Rugby Borough were more satisfied with their library than the County average, whilst those from North Warwickshire Borough and Nuneaton & Bedworth Borough were less satisfied.

In the face-to-face consultation two reasons were given for dissatisfaction with Library Services, these were 'limited range of books' and 'need to update books'. Note that most (81%) of the respondents still visit the library to borrow or read books.

Museums and Galleries

Satisfaction with museums and galleries in Warwickshire has increased slightly since last year's survey (from 46% to 47%). Again, users of the service have a much higher satisfaction level of 75%. Respondents from Warwick District were more satisfied than the Warwickshire average and those from North Warwickshire were less satisfied.

Cultural and Recreational Services

Overall 48% of respondents were satisfied with Cultural and Recreational services (a 2% increase from 2003) whilst 5% were dissatisfied. Again users of the service are considerably more satisfied at 80%. Satisfaction levels varied by district and respondents from Warwick District were most satisfied with the services provided, although North Warwickshire has seen the biggest increase in satisfaction since last year (from 39% to 43%).

3 Promote the Health and Social Care of our Citizens

Corporate Headline Indicators

Satisfaction with Social Services CH21, CH22, CH23 <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	<p>The satisfaction rating for users of Social Services was 76% in 2004/05, an increase of 6% on the 2003/04 result. Taking all residents, whether they used Social Services or not, the percentage ‘satisfied’ increased by 7% from 29% in 2003/04 to 36%.</p> <p>The percentage of users satisfied with the Home Care Service was 62%, improving on previous years figures and exceeding our target for 2004/05.</p>
Trend	Target	Compare					
Green	Green	White					
Delayed discharge from Hospital CH28 <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Red</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Red	White	<p>The 2004/05 figure for the number of delayed transfers per 100,000 population aged 65 or over is 43.35 against the target of 38.3.</p> <p>Although the target was missed, the direction of travel over the last three years is in the right direction for the indicator and therefore the trend is good.</p>
Trend	Target	Compare					
Green	Red	White					
Older people helped to live at home CH24, CH25, CH26, CH27 <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Red</td></tr></table>	Trend	Target	Compare	Amber	Amber	Red	<p>Fair Access to Care Services eligibility criteria has reduced performance, with resources concentrated on those with the greatest needs. Two of the targets for 2004/05 were missed and two were exceeded making the overall performance and trend in this area fluctuate.</p> <p>Compared with other County Councils and nationally we are below average for most of the indicators.</p>
Trend	Target	Compare					
Amber	Amber	Red					
Looked after Children - stability CH29, CH30 <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Red</td></tr></table>	Trend	Target	Compare	Amber	Amber	Red	<p>We have once again improved performance to exceed the 14% target figure for the percentage of children looked after with three or more placements during the year.</p> <p>Whilst our figures are slightly below the national and County average, we are placed well within the top national banding.</p> <p>However, we have fallen below target for the number of looked after children adopted during the year and are below national averages. There has only been a decrease of 2 children adopted during the year but performance has been affected by the notable increase in the looked after population.</p>
Trend	Target	Compare					
Amber	Amber	Red					
Education Access and Inclusion CH31, CH32a-b <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Amber	Green	<p>Improvement on performance from 2003/04 and target exceeded for the indicator on the percentage of Year 11 children in care gaining a qualification.</p> <p>Overall, the Trend and Target remain at an Amber ‘traffic light’ as the ‘Half days missed’ indicators have remained at the 2003/04 figures and targets have been missed. However, the 2003/04 figures are better than the national and county averages and both in the County Best Quartile.</p>
Trend	Target	Compare					
Amber	Amber	Green					

Promote the Health and Social Care of our Citizens

Special Education Needs CH38	<p>The 2004/05 figure is 95%, slightly down on the 2003/04 actual of 96%. We have done well to achieve this performance and remain very close to our target of 96% despite staff absences and a reduction in staff.</p> <p>Compared nationally and with other County Councils we are well above the average figures and are the same as the County Best Quartile figure of 96%.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Amber	Green	
Trend	Target	Compare					
Amber	Amber	Green					
School Exclusions CH39	<p>There has been an increase in the number of pupil exclusions with a 2004/05 figure of 1.18 against a target of 1.1 and down on the 2003/04 actual of 0.84. This means that the trend is fluctuating.</p> <p>However, our figure is better than the national and County Council averages and only slightly outside the County Best Quartile.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Amber	Green	
Trend	Target	Compare					
Amber	Amber	Green					
Healthy Schools – School Improvement Strategy CH35	<p>Although the 2004/05 target of 82 has already been bettered with a full year figure of 84 schools recruited, supporting this many schools is challenging for project staff. Also, due to a new definition of 'Level 3' from the NHSS, targets will need to be revised downwards from April 2005.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	
Trend	Target	Compare					
Green	Green	White					
Life Expectancy CH36	<p>The 2004/05 figures for the gap between Nuneaton & Bedworth and the other Warwickshire districts for Males and Females are estimated. The trend over the last three years is tending to fluctuate. The Life Expectancy in Nuneaton & Bedworth is below the national average all other Warwickshire districts are above the national average.</p> <p>Life expectancy has been chosen as one of the new national health inequalities targets. By 2010, the target is to reduce the gap between the best and worst areas in the country by 10%.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>White</td><td>White</td></tr></table>	Trend	Target	Compare	Amber	White	White	
Trend	Target	Compare					
Amber	White	White					
Smoking Cessation CH37a	<p>The 2004/05 figure has exceeded the target set and continues a positive trend for this indicator. DoH targets set have also been exceeded each year.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	
Trend	Target	Compare					
Green	Green	White					

Promote the Health and Social Care of our Citizens

Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	11	69%	
Amber	5	31%	<p>Priority – Refocus the delivery of older people's services through strategic partnerships to maximise independence, social inclusion and a better quality of life.</p> <p>Action – Manage the commissioning of home care and other community support services in order to help more older people to live at home.</p> <ul style="list-style-type: none"> Dementia service tendered and lessons learnt from fast response pilot, but re-tendering of maintenance home care service postponed until March 2006 due to complexity of modernising internal service and tendering external service simultaneously. <p>Action – Complete the Best Value Review of Older People.</p> <ul style="list-style-type: none"> Some slippage in the milestone target of September 2004 for completion. Phase 1 review was completed by April 2005. <p>Action – Increase the capacity of service provision, whether residential, day-care or domiciliary and align services to give older people more choice.</p> <ul style="list-style-type: none"> Planned increases in intermediate care / transition services achieved but some deterioration in reviewing performance due to increasing complexity of packages to be reviewed. <p>Priority – Reduce health inequalities across the County through targeting the most disadvantaged areas.</p> <p>Action – Increase in the number of schools working towards a WHPPS accreditation & particularly those schools with 20% or more free school meals.</p> <ul style="list-style-type: none"> Increase from 14 to 25 schools with 25% or more free school and increase the total number of Warwickshire schools involved with WHPSS from 67 to 82. - DfES have revised targets of schools to receive more free school meals and consequently Warwickshire is not on track to meet these targets. However, Warwickshire is progressing extremely well compared with national rates and local targets have been calculated to ensure that progress continues. Number of schools in WHPSS has increased to 91 with 60 receiving accreditation at Level 3.

Promote the Health and Social Care of our Citizens

Amber			Action – Develop & implement a "Food & Drink Award for Schools" with an emphasis on healthy eating, use of local produce and high quality tasty recipes. <ul style="list-style-type: none"> Develop an all encompassing 'Food & Drink Award for Schools' to enhance all existing awards by April 2005. - 98% of eligible schools are involved in the National Fruit and Vegetable in Schools Scheme. Warwickshire Specialist Health Promotion Service has promoted Healthy Snack Awards.
Red	0	0%	
TOTAL =	16		

Key Messages from Consultation

Older People

The recent Citizens' Panel survey indicated that the most important five factors to help older people stay living in their own home were;

- Easy to access transport (76%)
- Support with housework and small household chores (75%)
- Maintenance of housing (67%)
- Support with gardening (65%)
- Support with daily care needs (63%)

Over half (55%) of panellists thought that their current housing situation supported their independence very well, whilst 77% would feel more independent in their accommodation through the provision of security sensors.

Health Services

Just over two-thirds of respondents (67%) of the Public Satisfaction Survey are satisfied with the way the County Council scrutinises the provision of Health Services. Overall, the percentage of respondents who are satisfied has increased by 9% since last year's survey, whilst the percentage of dissatisfied respondents has decreased from 21% to 16%.

Healthy Lifestyles

Nearly one-half of respondents (49%) would classify their health as being 'Good' over the last twelve months, 40% would classify their health as 'Fairly Good' while only 10% classified it as 'Not Good'.

When it came to healthy eating only 20% eat the recommended five or more portions, 42% eat three or four portions, while 38% eat two or fewer portions of fruit and vegetables per day. In general, women appear to eat more fruit and vegetables than men, and respondents aged over 50 were also more likely to eat the recommended level.

Promote the Health and Social Care of our Citizens

Male respondents were slightly more likely to participate in sport. Overall, 38% of respondents took part in less than two moderate physical activities per week, 33% took part in between three and four and only 29% took part in the recommended five or more.

Consultation with adults, children and young people from 26 primary, 1 special and 9 secondary schools aimed to gain children and young people's views and opinions on health related issues, highlighted that weight and fitness were a particular concern and there was not enough physical activity at school.

A recent Citizens' Panel consultation identified that older people or those responding on behalf of an older person felt that 'eating healthily' and 'regular exercise' were important factors in maintaining a healthy lifestyle.

Only 3% of respondents stated that they smoked twenty or more cigarettes per day, which is a slight decrease from the 2003 figure of 4%. In total, 16% of respondents reported that they are currently a smoker, this compares with 18% in 2003. Levels of smoking are highest in Nuneaton & Bedworth, with more than one in four residents smoking at least once per day. The lowest levels are in North Warwickshire, with around one in nine residents smoking at least once per day. In 2003, 56% of smokers stated that they would like to give up, in 2004 the comparative figure was 50%.

Satisfaction with Social Services

Just over a third (36%) of respondents were satisfied with Social Services, which is an improvement of 7% from 2003. The majority of respondents hadn't had any experience of the service and chose the neutral category. The satisfaction amongst users of the service was much higher at 76 %. In the more detailed questioning in the face-to-face survey, 7 residents (out of 1,100) who expressed dissatisfaction referred to 3 stating older people's services, 1 children's services and 3 'neither in particular'.

4 Improve the Environment

Corporate Headline Indicators

<div>New Homes built on Brownfield sites</div> <div>CH41</div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	<div>The result for 2004/05 is estimated at 60.8%, which is above the National PSA target of 60% by 2008.</div> <div>This continues a positive trend as with previous years.</div>
Trend	Target	Compare					
Green	Green	White					
<div>Satisfaction with Transport Services</div> <div>CH42, CH43</div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	<div>The percentage of citizens who used the service that were satisfied with Transport Services improved on last years survey result and increased to nearly 63%. Satisfaction amongst all citizens with Transport Services showed an improvement on our target for the year and an increase in the level of satisfaction from last year, reaching 45.5%.</div> <div>These results continue the positive trend for both indicators.</div>
Trend	Target	Compare					
Green	Green	White					
<div>Satisfaction with Road Maintenance</div> <div>CH44a-b</div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>White</td><td>White</td></tr></table>	Trend	Target	Compare	Amber	White	White	<div>Highway maintenance satisfaction surveys are carried out every 2 years with the Warwickshire Citizens' Panel. The last figures available are for 2003/04, which are both down on the previous actual figures.</div> <div>The direction of travel for both indicators is downward.</div>
Trend	Target	Compare					
Amber	White	White					
<div>Mode of travel to school</div> <div>CH45a-b</div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Amber</td><td>Amber</td></tr></table>	Trend	Target	Compare	Green	Amber	Amber	<div>We narrowly missed our targets by 1% for both indicators. The targets set were very challenging in the light of the continuing growth in car use. The total percentage of pupils (primary and secondary) travelling by car was 37%, compared to 39% in 2003 and 40% in 2002, so we are actually making improvements.</div> <div>Although the targets were narrowly missed for both indicators the direction of travel was in the right direction and therefore a positive trend has been established.</div>
Trend	Target	Compare					
Green	Amber	Amber					
<div>Household Waste</div> <div>CH46, CH46a-b, CH47</div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Green	Green	<div>The outturn figure of 27.6% of total tonnage of household waste that has been recycled or composted in 2004/05 exceeds the target set of 23.5%.</div> <div>This continues the very positive trend from previous years and also exceeds the current 3-year targets set for the total tonnage to be recycled or composted. This years result exceeds the 2005/06 statutory national target.</div> <div>Our recycling and composting figures compare very favourably against the National and County Council averages.</div>
Trend	Target	Compare					
Green	Green	Green					

Improve the Environment

Condition of roads CH48a-c	<p>For 2004/05, the condition of Principal Roads have been surveyed by TTS (TRACS-type survey) scanner machines. This is the first time this method of survey has been used yielding a baseline figure of 27.8%. The previous method of survey was by visual inspection.</p> <p>We improved, both on our targets and last year's figures, on the condition of non-principal roads, reducing the percentage of non-principal roads with limited remaining life.</p> <p>A positive trend cannot yet be established as the results have fluctuated over the last three years. However, we are well below the National and County Council averages.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Green	Green	
Trend	Target	Compare					
Amber	Green	Green					
Community well-being CH49	<p>Last year nearly 83% of residents said they were satisfied with Warwickshire as a place to live, maintaining our position year on year and improving on our target figure of 81%.</p> <p>The result has reversed the slight drop in 2003/04 but the trend is still classed as fluctuating.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Amber	Green	White	
Trend	Target	Compare					
Amber	Green	White					

Improve the Environment

Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	8	58%	
Amber	4	28%	<p>Priority – Promote and implement transport policies and targets that balance the needs of people, businesses and the environment.</p> <p>Action – Invest in maintenance to improve highway condition.</p> <ul style="list-style-type: none"> The length of road strengthened in 2004/05 was 84.6km. The reduction in roads strengthened reflects measures to minimise the overall County Highways overspend. A total of 216km of surface dressing was completed in the season. The target has not been achieved due to budget reductions and problems with the weather. <p>Action – Continue implementation of the programme for decriminalising parking.</p> <ul style="list-style-type: none"> Stratford decriminalisation was completed in October 2004. There have been a number of unforeseen problems regarding Nuneaton, including additional consultation required for proposed resident parking zones, establishing proposals for on street Pay & Display areas and illness of a key member of staff. <p>Priority – Minimise household waste and increase rates of recycling and composting.</p> <p>Action – Agree Phase 2 of the Integrated Waste Strategy with waste collection authorities.</p> <ul style="list-style-type: none"> Waste Management Forum agreed the draft strategy in November 2004. District based consultation workshops were held in February. The final strategy is scheduled for agreement in September 2005. This action is within the 2005/06 Departmental Service Plan. <p>Priority – Promote a sustainable pattern of land use that meets the needs of the community, without reducing the assets of our natural and built environment.</p> <p>Action – Review the County Council's approach to Policy and Strategic Development in rural areas.</p> <ul style="list-style-type: none"> The Environment & Rural Affairs and Employment & Inclusion Overview and Scrutiny Committees agreed at their meetings in February and March 2005 to set up a joint working group to undertake the scrutiny of rural policy and rural services. Supported by PTES, the working group will make recommendations to the two committees in the Autumn. This action is included within the 2005/06 Departmental Service Plan.

Improve the Environment

White	2	14%	<p>Priority – Promote and implement transport policies and targets that balance the needs of people, businesses and the environment.</p> <p>Action – Progress the major schemes identified in the Local Transport Plan.</p> <ul style="list-style-type: none"> Rugby Western Relief Road - The Inspector's report and the provisional decision by the Secretary of State (SoS) regarding the Orders for the scheme have been questioned in a response letter to the SoS in July 2004. In September the SoS decided to reopen the inquiry to consider the issues raised by WCC. The inquiry opened in March for 4 days, continued in April for 3 days and is expected to conclude in May 2005. Following this inquiry if the recommendation is to confirm the Orders then full acceptance of the scheme from DfT should follow. Timing is dependent upon the SoS decision. This action is included within the 2005/06 Departmental Service Plan. Nuneaton Development Project - Cabinet approved the construction of the Bus Bridge to be progressed as a separate scheme as funding would not be available within the major project. Construction of the Bus Bridge will not start before June 2005. However this is now not part of the major project and is now classed as a separate scheme and deferred pending decision on government funding. Coleshill Multi Modal Interchange - Negotiations with the Strategic Rail Authority have been prolonged due to structural changes in rail industry responsibilities. Construction is now likely to start by January 2006. This action is included within the 2005/06 Departmental Service Plan. <p>Priority – Promote a sustainable pattern of land use that meets the needs of the community, without reducing the assets of our natural and built environment.</p> <p>Action – Take appropriate actions in response to Government decisions regarding Airport locations.</p> <ul style="list-style-type: none"> BIA Limited is committed to engage WCC in the process of consultation and liaison arrangements when they are launched. This action has been deferred due to Birmingham Airport delays with consultation and the key date has moved to December 2005. This action is included within the 2005/06 Departmental Service Plan.
Red	0	0%	
TOTAL =	14		

Key Messages from Consultation

Citizens' Panel Environment Wave

Key findings

- Respondents highlighted five clear priorities in terms of highway maintenance activities – the amount of winter gritting, the planning of road works to minimise disruption, the general condition of road surfaces in rural areas, the general condition of road surfaces in towns and the general condition of footways/pavements.
- In terms of priorities, respondents would like to see the Government invest extra money in;
 - reducing the cost of public transport
 - improving train services
 - road and pavement maintenance
 - improving bus services

Satisfaction with Environmental Services

- From the Public Satisfaction Survey, 59% of respondents stated that they were satisfied with the Environmental services that they received from the County Council (53% in 2003); with 7% stating they were dissatisfied.
- Just less than one-third of respondents (31%) had used an Environmental Service provided by the County Council in the last year. Of these respondents, 83% were satisfied with the service and 7% were dissatisfied.
- Overall, respondents from Warwick District were most satisfied (64%), whilst those within Rugby were least satisfied (55%). The results from respondents within Nuneaton & Bedworth have shown the biggest increase, up 11% since last year's survey.
- In the face-to-face survey the main reasons given for dissatisfaction with Environmental Services were, 'lack of street cleaning /litter removal', 'dog fouling/more dog bins needed', 'more/better recycling facilities needed', 'poor refuse collection service' and 'improve doorstep recycling service'. **This illustrates that even in a face-to-face survey where County Council services were explained, respondents are still quoting District Council services as reasons for dissatisfaction with County Council services.**

Satisfaction with Recycling Centres

- 82% of respondents are satisfied with their local recycling centre overall, with 8% being dissatisfied. The figures last year were 74% and 6% respectively.
- Respondents within North Warwickshire were most satisfied with their recycling centre, whilst those in Rugby were least satisfied. The results for all five of the Districts have shown an increase in satisfaction, with Nuneaton & Bedworth witnessing the biggest increase (+18%).

Satisfaction with Transport Services

- 46% of respondents stated that they were satisfied with the Transport services that they received from Warwickshire County Council (an increase of 4% from 2003); with 15% stating they were dissatisfied. Of those respondents who had used the services, 63% were satisfied.
- Overall, respondents from Nuneaton & Bedworth were most satisfied (52%), whilst those within Stratford were least satisfied (37%). The results from respondents within Nuneaton & Bedworth have shown the biggest increase, up 8% since last year's survey.

Local Bus Service

- Less than half of respondents (47%) have used the local bus service within the last year. However, 7% of respondents use it every day and a further 11% use it every week.
- Respondents who have used the local bus service in the last year are more satisfied than the overall result, 58% and 48% respectively

Public Transport Information

- More than one-third of respondents (35%) have seen information provided on local transport services in the last year. Approximately 64% of these respondents are satisfied with the information they have seen, compared to 49% of all respondents to the questionnaire.
- Overall satisfaction has increased by 4% from last year's survey.

5 Reduce Crime and Improve the Safety of the Community

Corporate Headline Indicators

Reduction in road casualties CH71, CH72, CH73	Although targets were missed in two out of the three indicators the 2004/05 results still represented a reduction in Killed & Seriously Injured (KSI) and Slight Injuries over the 1994-1998 baseline figures.						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Amber	Green	The results are in line with the Council's aim to achieve the Government's 2010 casualty reduction targets a year early (i.e. by 2009).
Trend	Target	Compare					
Green	Amber	Green					
Number of fires CH74a-b	Full year figure for 2004/05 is 56.9 calls attended to fires per 10,000 population, below the target of 73.2. There has been a significant decrease in the total number of fires in the County. The introduction of Area Risk Teams has helped to target fire safety activity within the community at area level. There has also been greater partnership and multi-agency working to target campaigns in high-risk areas. In addition, climatic changes have helped reduce the number of small fires across the County.						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Green	Green	<p>The number of deliberate primary fires has reduced this year. The successful introduction of the Car Clear scheme has dramatically reduced the number of deliberate vehicle fires. Area Risk Teams have worked in partnership with other agencies to help reduce the occurrence of deliberate primary fires.</p> <p>This reduction would need to be maintained for the next two years to establish a positive trend rather than the current fluctuation.</p>
Trend	Target	Compare					
Amber	Green	Green					
Deaths and injuries from fires CH75a-b	Unfortunately, there have been two deaths due to accidental fires in dwellings in 2004/05. The strategy of fitting smoke detectors in houses for at risk groups is continuing in order to minimise fatalities in accidental dwelling fires.						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Red</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Red	Green	There were a total of 21 injuries across the County during 2004/05. This was a reduction from the figure of 38 for 2003/04. Targeted fire safety activity has helped reduce the incidence of injuries within the County.
Trend	Target	Compare					
Amber	Red	Green					
Crime rates CH76a-b, CH77, CH78, CH79	The results for 2004/05 for the crime rates represent a reduction in all three categories (Burglaries, Violent Crime and Vehicle Crime) on the 2003/04 figures, resulting in a positive trend for all three. The reduction ranged from 5% for Violent Crime up to 16% for Burglaries, with Vehicle Crime showing an 8% reduction countywide.						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Green	Green	The Warwickshire crime rates compare favourably against the national average figures.
Trend	Target	Compare					
Green	Green	Green					

Reduce Crime and Improve the Safety of the Community

<div><div>Fear of crime</div><div>CH80a-c</div></div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Green	Green	<div><p>The Public Satisfaction Survey returned good Fear of Crime results for 2004/05, with two of the categories (Burglary and Vehicle Crime) at their lowest levels since data has been collected for the last five years. There was only a very small increase of 1% in the fear of violent crime but this is within the bounds of random variation and is still down on the original 2000 baseline figure.</p><p>These results continue a very positive trend from last year and compare favourably with the national results from the British Crime Survey, which asks very similar questions to the Warwickshire survey.</p></div>
Trend	Target	Compare					
Green	Green	Green					
<div><div>Young Offenders</div><div>CH81</div></div> <table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Amber</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Amber	Green	<div><p>For 2004/05 the figure of 1.7% of the 10-17 year old population in Warwickshire who are known to have offended is slightly worse than the target of 1.5% giving rise to a fluctuating trend, but still remaining below the national average.</p></div>
Trend	Target	Compare					
Amber	Amber	Green					

Reduce Crime and Improve the Safety of the Community

Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	11	84%	
Amber	1	8%	Priority – Reduce crime and the fear of crime through improving the Council's approach to Community Safety. Action – Deliver the key objectives of the Youth Offending Team. <ul style="list-style-type: none"> The 5% reduction in youth re-offending rates was achieved by December 2004. However, only 62% of young offenders were in education, training or employment. This is an area of concern that is being taken forward by the Youth Offending Team, Education and Connexions.
White	1	8%	
			Priority – Reduce road casualties so as to improve community safety. Action – Set up a joint Road Safety Unit with the Police. <ul style="list-style-type: none"> Deferred indefinitely pending relocation of WCC Unit into single location.
Red	0	0%	
TOTAL =	13		

Key Messages from Consultation

Anti-Social Behaviour

Consultation with the Citizens' Panel showed that the main anti-social activities were thought to be vandalism, graffiti, other deliberate damage and people being insulted, pestered or intimidated in the street.

The main results from the annual Public Satisfaction Survey showed that,

- Concerns vary considerably, both across Districts and issues. For example, half of all residents in the County feel that teenagers hanging around on streets are either a fairly big or very big problem, compared to one in nine residents who feel people sleeping rough is a problem.
- Compared to other Districts, residents of North Warwickshire are concerned about abandoned vehicles and vandalism in particular.
- Residents of Nuneaton & Bedworth Borough have above average levels of concern about all nine of the issues consulted on.
- Levels of concern in Rugby Borough match the County average fairly closely, although there are slightly higher levels of concern around vandalism, drug use and abandoned vehicles.
- The only issue in Stratford-on-Avon District, where residents have levels of concern above the County average, is people sleeping rough.

Reduce Crime and Improve the Safety of the Community

- Concerns in Warwick District are generally below the County average, with the exceptions of drunk and rowdy behaviour, people sleeping rough and rubbish.

Fear of Crime

The fear of crime in Warwickshire appears to have fallen slightly during the past twelve months for two of the three key crime types – burglary and vehicle crime. Fear of violent crime has gone up very slightly on 2003.

- There are significant differences among Districts / Boroughs, with the most striking reductions in the fear of crime taking place in North Warwickshire Borough.
- Differences between the north and south of the County are still significant, with fear of crime in the south usually at least ten percentage points below that in parts of the north.
- Countywide figures for fear of burglary and car theft are both at the lowest since these indicators have been collected. All three are down on the 2000 baseline.
- The only individual figures that are up on the 2000 baseline are fear of physical attack and fear of car theft in Rugby Borough.

When asked what needed most improving in their local area, the number of respondents highlighting “level of crime” has fallen since last year.

Doorstep calling is not popular in Warwickshire and the vast majority (82%) do not want doorstep sellers cold calling on them, particularly those in Warwick (92%) and is something that residents find less acceptable with age (from 74% of 18-24's to 91% of over 65's).

Activities for Teenagers

Face-to-face consultation was undertaken during April / May 2004 with residents on the Brownsover Estate to improve security in the area. The project also highlighted the need for more opportunities for the high proportion of young people living in the area. This has also been reflected in the annual Public Satisfaction Survey. “Activities for teenagers” was identified by over a third of respondents as a priority for improvement in their local area.

Older People

A recent Citizens' Panel consultation included a range of questions relating to older people, their fear of crime and their views on personal and home security. If the respondent was aged below fifty they were asked to answer on behalf of the older person that they are closest to.

- Countywide, 13% said that they did not feel safe in their home. At district level, figures ranged from 21% in Nuneaton & Bedworth to 8% in Stratford-on-Avon.
- 17% said that they did not feel safe at night. This figure ranged between 26% in North Warwickshire to 9% in Stratford-on-Avon.
- 60% of older people are worried about the threat of crime, including 15% who say they are very worried. Levels rose to 63% in North Warwickshire and 72% in Nuneaton & Bedworth.
- More than three quarters (77%) were worried about being caught out by ‘cold calling’, the same proportion, 77%, are worried about ‘doorstep salesmen’ with over half of these describing themselves as ‘very worried’.
- A higher proportion (83%) are worried about being the victim of distraction burglaries. Worryingly, 14% said that they had ‘never really thought about it’ or were ‘not concerned’.

Reduce Crime and Improve the Safety of the Community

From the Public Satisfaction Survey, 58% of respondents are satisfied with the Fire & Rescue Services, the majority chose the neutral category while only 0.7% were dissatisfied. In 2003 these figures were 53% and 1.1% respectively. However, amongst users of the service, satisfaction was significantly higher at 96%.

6 Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all

Corporate Headline Indicators

Employment in Warwickshire CH11, CH12	<p>The actual figures for these indicators will not be available until November 2005 but provisional figures indicate a consistent performance against targets and last year's results.</p> <p>The trend is for the figures to fluctuate slightly or remain static year-on-year. It is very difficult to achieve a positive direction of travel within this performance area as improvements are influenced by the wider economic climate. However, our low unemployment rate compares very well against other regions and nationally.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Green	Green	
Trend	Target	Compare					
Amber	Green	Green					
Employer satisfaction CH13	<p>Employer satisfaction with Warwickshire in 2004/05 as an excellent business location is estimated at 68% exceeding the target of 66%.</p> <p>This continues a positive trend for recent years.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	Green	Green	White	
Trend	Target	Compare					
Green	Green	White					
Disposable income CH14	<p>The 2004/05 figure has exceeded our target for the year and maintains our performance from 2003/04.</p> <p>The trend continues to be positive and the Warwickshire figures are better than the national figures.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Green	Green	
Trend	Target	Compare					
Green	Green	Green					
School leaver destination CH15	<p>With regards to our young people aged 16+, the 2004/05 full year figure is 93%, slightly exceeding the year-end target and continuing a positive trend.</p> <p>Securing positive destinations for 16+ School Leavers is a major focus for Connexions Coventry and Warwickshire and this result is slightly better than the regional and national figures.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Green	Green	
Trend	Target	Compare					
Green	Green	Green					
Developing confident consumers CH16	<p>The 2004/05 full year figure of 49% is taken from the results of the WCC public satisfaction survey, "Have Your Say". This is well down on the target of 65% and the 2003/04 result of 69%.</p> <p>However, the confident consumer feedback that was received from the users of our services continues to rise and in 2004/05 stood at 80%.</p>						
<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Red</td><td>Red</td><td>White</td></tr></table>	Trend	Target	Compare	Red	Red	White	
Trend	Target	Compare					
Red	Red	White					

Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all

Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	4	40%	
Amber	5	50%	<p>Priority – Promote the economic regeneration of Warwickshire, so as to improve the quality of life of the most disadvantaged communities and groups, and those who are hardest to reach.</p> <p>Action – Reduce inequalities in Nuneaton and Bedworth, part of the Coventry and Nuneaton Regeneration Zone and other areas.</p> <ul style="list-style-type: none"> The target of creating 15 new jobs has been achieved. There have been 5.6 jobs safeguarded during 2004/05 making a total of 7.6 since the start of the programme. This action is included within the 2005/06 Departmental Service Plan. <p>Action – Progress the implementation of the project plan for the Pride in Camp Hill project.</p> <ul style="list-style-type: none"> Obtain commitments from the external agencies to future funding needs. - English Partnership now engaged in active discussions with WCC and other funding partners on future funding for Phase 3. English Partnership design proposals have significantly reduced the funding gap. <p>Action – Develop the Stratford Waterfront regeneration project with partners.</p> <ul style="list-style-type: none"> Advantage West Midlands bid progressing. Detailed consultations in progress with the Royal Shakespeare Company and Stratford District Council to implement first stages of the waterfront masterplan. This action is included within the 2005/06 Departmental Service Plan. <p>Priority – Increase employment opportunities, the employment potential of Warwickshire residents and the competitive advantage of Warwickshire Businesses.</p> <p>Action – Increase business opportunities through further development at the Centenary Business Centre, Sir Frank Whittle Business Centre and development of Optima.</p> <ul style="list-style-type: none"> Complete the Optima Business Centre in Nuneaton - Eliot Park Innovation Centre (originally Optima) building completed February 2005 and first tenant occupation in April 2005. Currently 5 business tenants in occupation; expecting to achieve target by September. <p>Action – Develop a sub-regional approach to tourism.</p> <ul style="list-style-type: none"> The visitor economic strategy has been completed and is awaiting district approval. Action plans are currently in development and the forum has agreed to establish these by March 2006. This action is included within the 2005/06 Departmental Service Plan.

Develop and Maintain a Vibrant Local Economy which Promotes Employment and Prosperity for all

Red	1	10%	<p>Priority – Increase employment opportunities, the employment potential of Warwickshire residents and the competitive advantage of Warwickshire Businesses.</p> <p>Action – Progress the implementation of the Rugby Business Improvement District (BID) as part of the national pilot.</p> <ul style="list-style-type: none"> Rugby BID Director in post March 2004, funded by Advantage West Midlands. Detailed consultation underway with BID Community of 680 businesses, Business Plan in draft format, BID will go to vote September/October 2005. This action is included within the 2005/06 Departmental Service Plan.
TOTAL =	10		

Key Messages from Consultation

In the Annual Public Satisfaction Survey, questions were included to identify if Warwickshire residents are confident consumers,

- Nearly half (49%) felt they were fairly or very well informed of their rights as consumers, although one in ten respondents (10%) felt they were not at all informed.
- Nearly four in ten respondents (39%) felt that it was easy to get information or advice about what they are entitled to if they were sold a faulty product or received poor service. However, 30% thought it was difficult to get information.

82% of older people would be interested in receiving information on the Council's Reputable Traders Scheme.

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Corporate Headline Indicators

Residents satisfaction CH01	<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Amber</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Amber	Green	Green	<p>The Public Satisfaction Survey returned a figure of 60.3% residents satisfied with the overall service provided by WCC for 2004/05. This result is better than the target set for recovery of 57% and starts to reverse the trend of falling satisfaction.</p> <p>This result compares very well with those from other County Councils and nationally and places us just outside the County Best Quartile.</p>
Trend	Target	Compare						
Amber	Green	Green						
Council Tax levels CH02	<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>White</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	White	Green	<p>The Council Tax increase of 2.96% for 2005/06 set this year continues the positive trend of below average increases in Council Tax compared with the Shire County average of 3.9%.</p>
Trend	Target	Compare						
Green	White	Green						
External assessment CH03, CH04	<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>Green</td><td>Green</td><td>Green</td></tr></table>	Trend	Target	Compare	Green	Green	Green	<p>The next external EFQM Assessments of departments are planned for 2005 following the alternate year external / self-assessment regime introduced in 2002. Therefore with no assessment in 2004/05 a target was not required for CH03 and our score remains as the 2003/04 score.</p> <p>The Audit Commission carried out a Corporate Comprehensive Performance Assessment (CPA) in June 2004. The overall CPA assessment for all services and categories was published in December 2004 and WCC went from a 'Good' rating to be rated 'Excellent', meeting our target a giving a positive trend.</p> <p>The challenge for 2005/06 and future years is to maintain our 'Excellent' status under the new CPA 2005 Model and subsequent models that are developed.</p>
Trend	Target	Compare						
Green	Green	Green						
Staff satisfaction CH05	<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>White</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	White	Green	White	<p>A Corporate staff satisfaction survey was carried out in June / July 2004 for the first time based on similar questions and format of the Departmental surveys which are already carried out. The result of 84% overall satisfaction of staff with WCC as a place to work exceeds the 2004/05 target of 63%.</p> <p>As this is the first survey no trend can be established as yet.</p>
Trend	Target	Compare						
White	Green	White						
Cost effectiveness CH06	<table><tr><td>Trend</td><td>Target</td><td>Compare</td></tr><tr><td>White</td><td>Green</td><td>White</td></tr></table>	Trend	Target	Compare	White	Green	White	<p>The figure of £2.7m for 2004/05 was the amount taken out of the Budget as savings in cost effectiveness, which for this year replaced the way the indicator was measured from previous years. Originally this indicator was the same as the LPSA target that finished in 2003/04 at 16.6%, which was significantly above the 2.5% per annum target.</p> <p>The target of 2.5% savings each year from 2005/06 reflects the new form of performance improvement on Cost Effectiveness through the Gershon Savings initiative, of which 1.25% must be cash.</p>
Trend	Target	Compare						
White	Green	White						

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Budget management CH07			<p>The result based on forecast outturn figures presented to COMT in May 2005 is a 1.5% underspend against the Budget set for 2004/05 and a target of less than 1% variation on the Budget.</p> <p>Based on previous years figures the trend is fluctuating below and above the 1% variation.</p>
Trend	Target	Compare	
Amber	Red	White	

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Progress on Corporate Business Plan actions for 2004/05

Performance Key	Number	Percentage of Total	
Green	17	57%	
Amber	11	37%	<p>Priority – Develop and implement Access Strategy for public use of WCC Services including achievement of the Council's e-Government targets.</p> <p>Action – Evolve the Contact Centre into a fully integrated partnership service if mutually beneficial and in accordance with partner strategies.</p> <ul style="list-style-type: none"> • Work is being progressed. The Customer Service Centre (CSC) is not integrated with CSC's in other District / Borough Councils. There is now a joint CRM system in place and discussions are taking place on possibilities of future joint working (e.g. out of hours cover). <p>Action – Explore opportunities for joint development / shared service delivery as part of the Warwickshire On-Line Partnership.</p> <ul style="list-style-type: none"> • Access strategy was discussed by COMT. Decision made to create post of Head of Modernisation Services to co-ordinate access initiatives across the County Council. • Initial Development Programme completed. One Stop Shop Pilot underway with Warwick District Council. WOLP agreed to devise a joint access strategy in support of the Warwickshire Strategic Partnership Plan by March 2006. <p>Action – Complete the implementation of the corporate broadband network.</p> <ul style="list-style-type: none"> • Timescales extended due to EPS9 and Asbestos problem. <p>Priority - Raise the public perception of the Council through improving communication, engaging with local citizens and making the most effective use of resources.</p> <p>Action - Continue to promote effective communications with the community.</p> <ul style="list-style-type: none"> • The baseline has been established. However, the 10% increase in the level of public satisfaction with how well the public feel informed about the activities of the Council may not be achieved in the light of national trends. <p>Action - Implement the Consultation Strategy fully and consistently.</p> <ul style="list-style-type: none"> • Results from the postal public satisfaction survey show that satisfaction with the way the Council consults the public has increased by 3% rather than the 5% increase target.

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Amber			<p>Priority - Raise the public perception of the Council through improving communication, engaging with local citizens and making the most effective use of resources.</p> <p>Action - Co-ordinate the delivery of the Strategic Plan for Warwickshire and strengthen the Warwickshire Local Strategic Partnership.</p> <ul style="list-style-type: none"> Draft plan was considered by County Leaders Group in April 2005. Final sign-off of the plan is scheduled for July 2005. End of year outturn report to be produced in July 2005. <p>Action - Strengthen our relationship with the Community and Voluntary Sector (including with Parish Councils).</p> <ul style="list-style-type: none"> Having completed the review, a voluntary and community sector policy is to be produced by June 2005 that will incorporate requirements in relation to a funding strategy. The scope of the LSP review has not included consideration of town and parish council involvement. <p>Priority - Improve our performance management, and scrutiny of performance, so as to deliver Council priorities.</p> <p>Action - Develop a clear performance management strategy.</p> <ul style="list-style-type: none"> Performance Management Strategy in place. Although all required full and half year corporate performance reports met their timescale, there were delays in submitting the comparative performance report. <p>Action - Develop consistent standards for service planning and make sure plans fit together.</p> <ul style="list-style-type: none"> 100% of plans show clear links from corporate objectives to service plans; however, not all have clear links to their lower level plans. <p>Action - Implement improved processes and support for Scrutiny.</p> <ul style="list-style-type: none"> No formal survey has been undertaken but as part of the informal survey of Members for the virtual team arrangements, 71% of Members were satisfied with the way in which the scrutiny function operates. <p>Priority - Develop the Organisation's capacity to manage change in order to achieve the Council's improvement targets, through active people development and development of project management skills.</p> <p>Action - Establish systems to disseminate learning and best practice across the Council.</p> <ul style="list-style-type: none"> Some new approaches in training and development best practice have been achieved. This area of work will be a key area of focus in 2005/2006.
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Red	2	6%	<p>Priority - Secure better value from resources and assets and implement a corporate strategy for procurement.</p> <p>Action - Strengthen options appraisal in the service improvement programme and the procurement process.</p> <ul style="list-style-type: none"> Internal Audit feedback is that options appraisals have been carried out but not documented effectively. <p>Action - Improve public access to Council buildings and other public buildings and invest in DDA works.</p> <ul style="list-style-type: none"> Undertake adaptations to buildings to the value of £1million by March 2005 – Work to the value of £700k completed to date. Works to Shire Hall remain outstanding, delayed by Listed Building Consent approval. The new completion date is March 2006.
TOTAL =	30		

Key Messages from Consultation

Satisfaction with the Council Overall

Satisfaction levels have recovered from the nationally experienced drop of 10% in 2003 and the 2005 survey showed that satisfaction with the way the Authority runs things has improved since last year from 54% to 60%, while 10% were dissatisfied.

Reasons for Satisfaction/dissatisfaction with Council Services

Satisfaction with Council departments is strongly affected by service use; which is perhaps obvious, but should be borne in mind when examining findings of the User Satisfaction surveys. Absence of satisfaction does not equal dissatisfaction, but often, absence of experience on which to base an opinion.

As mentioned earlier under Environment, respondents to the 2005 face-to-face survey did not differentiate between County Council and District / Borough Services, which showed that despite being informed at various stages of the interview precisely what the County Council is (and by definition is not) responsible for, residents still show little awareness of the division between County and District / Borough services. This links to findings in the small sample of face-to-face interviews with dissatisfied residents in 2004, which revealed that even though respondents were aware that the survey was being undertaken on County Council Services they still insisted on giving their views on other organisations services (e.g. District & Borough Councils, Police and Health).

It is clear that a key factor in satisfaction with the way in which the Council 'runs things overall' is a good refuse collection service, and a factor cited as causal in dissatisfaction is a lack of street cleaning / litter removal, illustrating the County / District 'blindness'.

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In 2005 the face-to-face consultation gave main reasons for satisfaction and dissatisfaction,

Reasons for Satisfaction (base =703)	Positive
No problems / happy with the service provided	78%
Good refuse collection service	31%
Happy with road / street cleaning service	9%
Good schools / standard of teaching	7%
Happy with Library Service	4%

Reasons for Dissatisfaction (base = 256)	Negative
Lack of street cleaning / litter removal	19%
Lack of youth activities / facilities	10%
Poor service provided by the council overall	10%
More / better road repairs needed	9%
Lack of road safety/ too many speeding cars	9%

Other factors influencing dissatisfaction are apparent from a question on value for money. Nearly half (48%) of the respondents were dissatisfied with the Council giving good value for money. However, satisfaction with value for money increases steadily with age, from 23% of 18 – 24 year olds, to 35% of those aged over 65. There were three main reasons for dissatisfaction mentioned by respondents,

- Service improvements have not matched price increases (40%)
- Council tax is too high (26%)
- Unfair system / don't use all services (13%)

Information Provision

- Approximately one-half of respondents feel that they are kept very well or fairly well informed about the services and benefits that the County Council provides. Respondents from Warwick District feel most informed (55%) and respondents from Rugby Borough feel least informed (42%).

Consultation & Communication

- Only 20% of respondents were satisfied with the 'opportunities to have a say in how policies and services are developed'. Less than a third felt that the County Council 'keeps local residents informed about its services and policies' and 'views of local residents influence the actions of the County Council'.
- 6% of respondents recall being involved in any consultation activity about public services over the last two years. The subjects include new housing, youth facilities, airport expansion, parks & open spaces, traffic management, planning & development, neighbourhood watch and public transport.
- Just over one in ten (11%) have ever seen consultation results. Most frequent cited sources of such results are leaflets and local newspapers. Of those who had seen results, one in twenty was via the Council website (7%) and approaching one in five via the Warwickshire View (16%).

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Complaints

- Approximately one in ten respondents had contacted the Authority to make a complaint in the last 12 months. Most respondents (76%) phoned up to make their complaint, whilst a further 23% wrote a letter to the Council to complain.
- Respondents were asked how satisfied they were with the way their complaint was handled, 43% were satisfied whilst 49% were dissatisfied, including 32% who were 'very dissatisfied'.
- The top three reasons for dissatisfaction with the way the complaints are dealt with are 'final response was not what you hoped for' (45%), 'time taken to deal with your complaint' (32%) and 'staff attitude' (28%).

Contacting the Council

Consultation with the Citizens' Panel has shown that telephone is generally the preferred method for contacting the County Council. Reflecting this, over the past 12 months the most used method of contact by panellists is the telephone (52%), visits (19%), letters (14%) and e-mail (9%). Therefore, it is key that Mystery Shopping telephone contact should receive good results, given its relative importance as a method of contacting the County Council. Panellists placed more importance on being put through to the person most appropriate to answer their query rather than the phone being answered in 5 rings and the person answering stating their name and department, followed by comprehension of the query and speaking to an individual rather than a machine. The two main problems encountered by those who have contacted the council are lack of knowledge as to who to contact and lack of knowledge of contact details.

From the annual Public Satisfaction Survey telephone was also shown to be the most popular method of contact (43%) and of those who had telephoned the County Council 69% were satisfied with the overall way their call was dealt with.

Mystery Shopping

Overall satisfaction with **phone calls** remained constant in wave 8 at 72%. However, telephone enquiries had the highest level of "very satisfied" ever.

Positive	Green	Negative	Red
<ul style="list-style-type: none"> • 88% of calls were answered within Corporate Standards (CS 5 rings) • 7 out of 10 callers are given a correct response, and improvements are seen with ensuring callers fully understand and are satisfied with the answer given (CS) 		<ul style="list-style-type: none"> • 61% of those expecting to receive literature did not receive anything • In 81% of transferred calls full details were not passed on • 39% of staff didn't give the council/department name in their greeting (CS) 	

In Trading Standards the **Adviceline Customer Satisfaction Survey** (telephone contacts), 86% of respondents expressed overall satisfaction with the service they received.

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Overall satisfaction with **visits** has remained constant in wave 8 at 80%, but a shift has been seen from “very satisfied” to “fairly satisfied”.

Positive	Green	Negative	Red
<ul style="list-style-type: none"> Two thirds of visitors are seen immediately, the rest wait less than 5 minutes (CS) 67% of visitors were given the correct answer to their query (92% including partially correct answers) All visitors feel they were dealt with discretely if required 		<ul style="list-style-type: none"> Only 45% of receptionists had a badge or plaque on the desk (CS) 53% of those expecting to receive literature did not receive anything 	

In terms of enforcement services, the **Inspection Visits Survey** by Trading Standards has also given positive feedback. 100% of businesses, which responded, found officers polite and courteous and their requests to take further action reasonable.

Overall satisfaction with **letters** has increased to 72% from 65% in wave 7. However, a shift has been seen from “very satisfied” to “fairly satisfied”.

Positive	Green	Negative	Red
<ul style="list-style-type: none"> 95% of letters are easy to understand 67% were given the correct answer to their query (89% including partially correct answers) 		<ul style="list-style-type: none"> 19% of letters didn't receive a reply (improved from 39% in wave 6) 26% of those expecting to receive literature did not receive anything 	

Overall satisfaction with **emails** was down from the exceptionally good results in wave 6.

Positive	Green	Negative	Red
<ul style="list-style-type: none"> 93% of emails were easy to understand 79% were given the correct answer to their query (rising to 93% including partially correct answers) 		<ul style="list-style-type: none"> 22% of emails didn't receive a reply Emails sent direct to a department perform better overall than those emails sent via the website 	

The Corporate Consultation Strategy Group is currently discussing areas to be covered in the mini-wave. Potential areas include;

- Website contacts
- Letters across all departments (apart from PTES who didn't experience any problems with letters)
- E-mail contacts in PTES
- Focus on areas with unanswered calls

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Response times to phone calls, letters and website contacts from the public are also monitored internally.

Annual Customer Care Figures April 2004 – March 2005			
Department	% of telephone calls responded to within 5 rings or 15 seconds 2003/04 shown in ()'s	% of letters responded to within 10 working days (sample) 2003/04 shown in ()'s	% of emails received via website responded to within 10 working days
CAMS	97% (98%)	100% (100%)	95%
Chief Executive's	93% (94%)	67% (75%)	90%
Education	97% (97%)	60% ((58%)	90%
Fire & Rescue	Not available	79% (94%)	93%
LHTS	92% (90%)	99% (98%)	95%
PTES	92% (91%)	87% (84%)	93%
Property Services	97% (97%)	87% (85%)	87%
Social Services	94% (93%)	75% (79%)	87%
Treasurers	98% (95%)	100% (100%)	78%