

AGENDA MANAGEMENT SHEET

Name of Committee Community Safety Overview and Scrutiny Committee

Date of Committee 19th July 2005

Report Title Performance Report Full Year 2004/05

Summary The report sets out the full-year performance report with respect to road casualty reduction, alongside a summary of the consultation activity which has taken place during 2004/05.

For further information please contact Maureen Oakes Service Improvement Officer Tel. 01926 412796 maureenoakes@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? Yes/No

Background Papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

Other Committees [ ] .....

Local Member(s) [ ] ..... (With brief comments, if appropriate)

Other Elected Members [X] Councillor M Doody ) Councillor J Haynes ) For information Councillor D J Shilton )

Cabinet Member [X] Councillor Hobbs – for information (Reports to The Cabinet, to be cleared with appropriate Cabinet Member)

Chief Executive [ ] .....

Legal [X] I Marriott - agreed

Finance [ ] .....

Other Chief Officers [ ] .....

- District Councils  .....
- Health Authority  .....
- Police  .....
- Other Bodies/Individuals  .....

**FINAL DECISION**                      **YES/NO**      *(If 'No' complete Suggested Next Steps)*

**SUGGESTED NEXT STEPS :**

*Details to be specified*

- Further consideration by this Committee  .....
- To Council  .....
- To Cabinet  .....
- To an O & S Committee  .....
- To an Area Committee  .....
- Further Consultation  .....

**Community Safety Overview and Scrutiny Committee -  
19th July 2005**

**Performance Report Full Year 2004/05**

**Report of the Director of Planning, Transport and  
Economic Strategy**

**Recommendation**

That Committee:-

1. Considers Planning, Transport and Economic Strategy (PTES) Department's performance for the full year 2004/05.
2. Endorses any proposed remedial actions.
3. Requests any additional information required.

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# CHAPTER ONE – PERFORMANCE RESULTS

## 1. Introduction

- 1.1 This report shows PTES full-year achievement against the Corporate Objective 'Reduce Crime and Improve the Safety of the Community'.
- 1.2 The supporting Departmental Objective states:-  
  
‘ Reduce crime and improve the safety of the community by:
  - (i) Increasing/improving street lighting
  - (ii) Highway design’
- 1.3 This report also includes actual out turn for measurable performance against Corporate Headline Indicators and Departmental Key Performance Indicators.
- 1.4 Similar reports are being submitted to the Environment Overview & Scrutiny Committee and the Economic Development Overview & Scrutiny Committee each relating to their areas of responsibility.
- 1.5 The report is in line with Warwickshire County Council’s (WCC) well established performance management system, requiring twice yearly performance reports

## 2. Summary of Performance for 2004/05

Objectives/Priorities		No. of Objectives / Key Tasks	% of Total	2003/04 % (Comparison)
<b>Green</b>	Achieved by target date	2	66%	N/A
<b>Amber</b>	Part met or achievement delayed by less than 6 months of target date	0	0%	N/A
<b>Red</b>	Not achieved or delayed by more than 6 months from target date	0	34%	N/A
●	Deferred or superseded	1	0%	N/A

Key Performance Indicators - Targets		No. of KPIs	% of Total	2003/04 % (Comparison)
<b>Green</b>	Achieved or exceeded target	1	100%	N/A
<b>Amber</b>	Missed target by 10% or less	0	0%	N/A
<b>Red</b>	Missed target by more than 10%	0	0%	N/A

Key Performance Indicators - Trends		No. of KPIs	% of Total
<b>Green</b>	Continuous improvement over last 3 years (or 2 if no data) or sustained 'best of class'	1	100%
<b>Amber</b>	Flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent	0	0%
<b>Red</b>	Reverse trend to the aim of the indicator	0	0%
<b>White</b>	Only current value available	0	0%

### 3. Performance Against Departmental and Corporate Objectives/Priorities

3.1 The associated actions/tasks are reported on yearly and the tables below summarise PTES full-year performance against planned objectives and targets.

**Key:-**

End of Year Status against Departmental Objectives/Priorities	
<b>Amber</b>	Part met or achievement delayed by less than 6 months of target date
<b>Red</b>	Not achieved or delayed by more than 6 months of target date
●	Deferred or superseded

Risk to the Delivery of Corporate Priorities	
<b>High</b>	Major potential impact
<b>Medium</b>	Moderate potential impact
<b>Low</b>	Minimal potential impact
<b>Nil</b>	No impact

## Departmental and Corporate Objectives

Ref No	Departmental Objective	Milestone (success measure and date)	Status	Risk to delivery of Corporate Priorities	Remedial Action
<b>CBP</b>	<b>Medium Term Priority Outcome</b>	<b>Reduce road accident casualties so as to improve community safety</b>			
3.1	Improve community safety	Replace 400 Street Lighting Columns.	<b>White</b>	<b>Low</b>	200 columns have been replaced. The Budget set after the proposed target would only allow for a total of 200 by March 2005.
3.2	Inform the next round of Crime and Disorder reduction strategies	Produce CD for distribution to partners. <b>November 2004.</b>	<b>Green</b>	<b>Not applicable</b>	Research and analysis activity as part of Crime and Community safety audit work has been ongoing since April. The CD has been produced and distributed to community safety partners. Based on the content the partners will develop their ideas for the Crime and Disorder Strategy that is due for launch April 2005. There will be a specific strategy for each area
5.14	Work with Crime Reduction Partnerships to improve street lighting in priority areas to reduce crime and fear of crime	<b>March 2005</b>	<b>Green</b>	<b>Not applicable</b>	All work for 2004/05 completed

## 4. Performance Against Key Performance Indicators

4.1 The table below details our key performance indicator target and outturn for 2004/05. To establish trends in performance historical data has also been provided.

### Key:

Target Status Against Key Performance Indicators	
<b>Amber</b>	Missed target by 10% or less
<b>Red</b>	Missed target by more than 10%

Trends Status Against Key Performance Indicators	
<b>Amber</b>	Flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent
<b>Red</b>	Reverse trend to the aim of the indicator

### Key Performance Indicators

Indicator	Actual 2002/03	Actual 2003/4	Actual 2004/5	Target 2004/5	Target Status	Trend Status	Risk to the delivery of Corp Priority	Remedial Action or Commentary
% Pedestrian crossings with facilities for disabled people	87%	91%	95%	93%	<b>Green</b>	<b>Green</b>	Not Applicable	



## 5. Complaints Analysis and Improvements Made

- 5.1 Any expression of dissatisfaction regarding a service provided by PTES received within the department follows our complaints procedure. Where it is possible to deal with the complaint quickly and easily, then we acknowledge and respond to the complaint as soon as possible. All of the complaints dealt with during 2004/05 that are specific to the remit of this committee have been resolved at the informal stage.
- 5.2 All groups within PTES monitor numbers of complaints and track trends, raising any issues with their senior managers. Complaints are reported to Performance Management Board, which includes Leadership Team and selected others, as part of the quarterly Customer Service Report. Each complaint is reported in detail, including how the complaint was resolved and any policy changes as a result.
- 5.3 The justified complaints received into PTES (2004/05) that are specific to this committee total 28, 26 against the Highway Maintenance Contractor all of which were justified.

(i) **Highway Maintenance Contractor (26)** – Complaints regarding non-compliance with service standards for repairing/replacing streetlights, 20 of which were in the early stages of the new contract and have now been resolved. These were due to problems with the handover of the maintenance contract which have now been resolved.

(ii) **Street Lighting (5)** –

Three Justified complaints were received and resolved:-

- (a) A streetlight had not been repaired in the correct time. This was because the Electricity Board repaired the wrong light.
- (b) A street lighting column was not replaced as promised. We acknowledged this and carried out the work.
- (c) A Nuneaton resident complained about light pollution caused by a lighting scheme. Work was carried out to rectify the problem.

Two complaints regarding streetlights not working. were not justified, as they were in respect of lights on new developments that were still the responsibility of the developer.

## CHAPTER TWO – CONSULTATION

### 1. Introduction

The department continues to undertake a wide range of consultation as part of its programme of service delivery, evaluation and improvement. One major consultation has been carried out in 2004/05 which is specific to this committee.

Title	Purpose	Start Date	Methodology	Corporate Objective
A Better Brownsover	To improve the safety of residents	April 2004	Face to Face with residents	Reduce crime and improve the safety of the community

### 2. Messages from Consultation and Actions

#### Better Brownsover Initiative

- 2.1 The Environmental Design group was commissioned to undertake design proposals to improve the safety of residents within a pilot area of 58 properties on the Brownsover Estate, Rugby. The pilot was chosen following continued high levels of drug crime related activity, including a fatal shooting, in the area. Young people were involved in the consultation and were helped to obtain a grant of £500 to produce a DVD on the positive things about living in Brownsover and the improvements they would like to see. The design proposals include the need to extinguish the highway right over a piece of land. Consequently, a submission is being made to the Magistrates Court for approval of a 'stopping up' order to enable the scheme to go ahead.

JOHN DEEGAN  
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7th July 2005