

**AGENDA MANAGEMENT SHEET**

**Name of Committee** Economic Development Overview and Scrutiny Committee

**Date of Committee** 18th October 2005

**Report Title** Planning, Transport and Economic Strategy Performance Report - Full Year 2004/05

**Summary** The report presents PTES full year performance outturn with respect to Economic Development objectives. In addition it contains details of consultation activity which has taken place and analysis of complaints received during 2004/05.

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**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  Councillor F P Barnes } For information  
Councillor M J Jones }  
Councillor R P L Morris-Jones }
- Cabinet Member  Councillor C J Saint – For information  
(Reports to The Cabinet, to be cleared with appropriate Cabinet Member)
- Chief Executive  .....
- Legal  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  .....

**Economic Development Overview and Scrutiny  
Committee – 18th October 2005**

**Planning, Transport and Economic Strategy Performance  
Report - Full Year 2004/05**

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

**Recommendation**

The Economic Development Overview and Scrutiny Committee is asked to consider Planning, Transport and Economic Strategy's performance at the full-year stage, and in particular to: -

- (i) Acknowledge positive progress made.
- (ii) Identify any issues with respect to service delivery.
- (iii) Indicate any further information required.

**Chapter One – Performance Results**

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## 1. Introduction

1.1 This report shows Planning Transport and Economic Strategy's (PTES) full-year achievement against the Corporate Objective 'Develop and maintain a vibrant local economy which promotes employment and prosperity for all'. The Warwickshire County Council (WCC) Medium Term Priorities, are to:-

- (i) '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' and
- (ii) 'Increase employment opportunities, the employment potential of Warwickshire residents and the competitive advantage of Warwickshire Businesses'.

1.2 The supporting Departmental Objective is to:-  
Promote the economic regeneration of Warwickshire by:-

- (i) Increasing employment opportunities and the employment potential of Warwickshire residents.
- (ii) Increasing and enhancing the competitive advantage of Warwickshire businesses.

1.3 This report also includes full-year 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 and Scrutiny Committee and the Community Safety Overview and Scrutiny Committee each relating to their areas of responsibility for PTES Departmental activities.

## 2. Summary of Performance for 2004/05

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

Objectives/Priorities		No. of Objectives/Key Tasks	% of Total
<b>Green</b>	Achieved by target date	<b>21</b>	<b>68%</b>
<b>Amber</b>	Part met or achievement delayed by less than 6 months of target date	<b>7</b>	<b>22.5%</b>
<b>Red</b>	Not achieved or delayed by more than 6 months from target date	<b>2</b>	<b>6.5%</b>
<b>●</b>	Deferred or superseded	<b>1</b>	<b>3%</b>

Key Performance Indicators - Targets		No. of KPIs	% of Total
<b>Green</b>	Achieved or exceeded target	11	61%
<b>Amber</b>	Missed target by 10% or less	6	33%
<b>Red</b>	Missed target by more than 10%	1	6%
<b>White</b>	No target set	0	0%

- 2.2 Comparison of performance regarding achievement of objectives and targets with 2003/04 is not possible due to the change in the scope of this Committee's responsibilities.

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 in class'	13	72%
<b>Amber</b>	Flat (below best in class) or fluctuations above and below target, or some improvements but not yet consistent	5	28%
<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 'Traffic Light' classifications used within this report are specific to the 'key date', with actions classified according to status at that point in time.

#### Appendix A

Provides details of Departmental actions/tasks that have been completed by 31st March 2005 and are therefore at 'green' status. PTES has successfully delivered 68% of planned actions for 2004/05 and has part delivered (Amber) a further 22%. Of those that are up to 6 months delayed (Amber) there have been a number of factors outside the control of PTES that have contributed to the delay.

#### Appendix B

Provides details of Departmental actions/tasks within PTES Departmental Service Plan 2004/05 not classified as 'green' at 31st March 2005.

## 4. Performance Against Key Performance Indicators

4.1 The table below details full-year results against our key performance indicators for 2004/05, relating to performance against targets and trends.

**Key:-**

Target status against Key Performance Indicators	
<b>Green</b>	Continuous improvement over last 3 years (or 2 if no data) or sustained 'best in class'
<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
<b>White</b>	Only current value or no data available

4.2 During 2004/05, 61% of PTES performance indicators for economic development have been achieved with 72% showing a continuous improvement over the past 3 years. There is only one indicator that has missed the planned target by more than 10%; these are small absolute figures whereby small variations result in a greater impact on the target, based on the above traffic light classifications. None, however, are showing a negative trend.

## Performance Indicators

Indicator	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2004/05	Target Status	Trend Status	Risk to the delivery of Corp Priority	Remedial Action or Commentary
<b>Medium Term Priority Outcome</b>	<b>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</b>							
% Ratio of average household income (best district compared to worst)	1:1.15 (2002)	1:1.25 (2003)	1:1.23 (2004)	1:1.25	<b>Green</b>	<b>Amber</b>	<b>Not Applicable</b>	The target was set prior to this data being available.
% of households earning less than £10K per annum	19.6% (2002)	-	11.1% (2004)	17.0%	<b>Green</b>	<b>Green</b>	<b>Not Applicable</b>	The target was set prior to this data being available.
Average household income	£27.9k (2002)	£31.2k (2003)	£32.4k (2004)	£30.0k	<b>Green</b>	<b>Green</b>	<b>Not Applicable</b>	The target was set prior to this data being available.
<b>Medium Term Priority Outcome</b>	<b>Increase employment opportunities, the employment potential of Warwickshire residents and the competitive advantage of Warwickshire Businesses</b>							
% Increase or decrease in the number of local jobs over the financial year	-1.3%	0.5% E	Not Available	0.2%	<b>Amber</b>	<b>Amber</b>	<b>Medium</b>	The data for 2004 will be available in December - the most recent data we have is for 2003 giving 2003 change on 2002.
% of people of working age and in employment	79.1% (2002)	79.4% (2003)	80.0% (E)	80.0%	<b>Amber</b>	<b>Amber</b>	<b>Low</b>	The data for these indicators will be available in December 2005. The most recent data available is 2003.
% Employers rating Warwickshire as a good location	66.8% (2002)	-	67.2% (2004)	68.0%	<b>Green</b>	<b>Green</b>	<b>Not Applicable</b>	The target was set prior to this data being available. Next survey scheduled for 2005.

Indicator	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2004/05	Target Status	Trend Status	Risk to the delivery of Corp Priority	Remedial Action or Commentary
Number of jobs created (Warwickshire Investment Partnership (WIP) and Business Support (BS))	201	796	892	911	Amber	Green	Not Applicable	The majority of jobs created by WIP in this year are a result of the relocation of Wolseley (600).
Number of jobs safeguarded (WIP and BS)	83	82	285	112	Green	Green	Not Applicable	Jobs safeguarded via WIP are due to the assistance given to companies looking to expand or relocate.
Number of enquiries received from businesses looking for premises (WIP)	730	766	808	766	Green	Green	Not Applicable	
Number of companies assisted with move or expansion within Warwickshire (WIP)	42	45	54	57	Amber	Green	Not Applicable	
Recorded business referrals (BS)	No data	261	586	250	Green	Green	Not Applicable	
Number of start up businesses advised (BS)	No data	60	97	75	Green	Green	Not Applicable	
Businesses advised on grants and funding	No data	95	112	100	Green	Green	Not Applicable	
Business assisted on environmental issues (BS)	No data	54	56	60	Amber	Green	Not Applicable	In addition 124 businesses received advice/assistance via seminars This is dependent upon the suitability of applicants.
Number of small business loans (BS)	No data	13	8	12	Red	Amber	Low	
Number of companies assisted with aftercare programme (WIP)	No data	No data	130	57	Green	Green	Not Applicable	



Indicator	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2004/05	Target Status	Trend Status	Risk to the delivery of Corp Priority	Remedial Action or Commentary
% Long term unemployed	12% (April 2003)	15.3% (April 2004)	13.1% (April 2005)	12.0%	Amber	Amber	Not Applicable	This measures the number of claimants receiving Job Seekers Allowance for more than 12 months. Warwickshire is slightly lower than the average for England and Wales (13.8%). In absolute terms the number of claimants has fallen from 750 to 590.
% Occupancy of WCC owned business premises	No data	93%	89.6%	95%	Green	Green	Not Applicable	Two specific reasons: ★ Withdrawal of 3 units at Sir Frank Whittle Business Centre (SFWBC) for refurbishment ★ 4 units withdrawn at Smallbrook to enable essential repair work

## 5. Customer Results

5.1 Our aim is to be customer- focused. The results gained from both customer feedback and formal monitoring are shown in the tables below. Poor performance in any area of customer contact can then be highlighted and addressed.

5.2 This report details:-

- (i) The department's performance against its Customer Charter with regard to:-
  - (a) Telephone response time monitoring
  - (b) Letter and Email response time monitoring
- (ii) Customer feedback the department receives from:-
  - (a) Compliments
  - (b) Complaints
  - (c) Evaluation of performance of Customer Service Standards

Target status against Key Performance Indicators	
<b>Green</b>	Target achieved or exceeded
<b>Amber</b>	Missed target by 10% or less
<b>Red</b>	Missed target by more than 10%

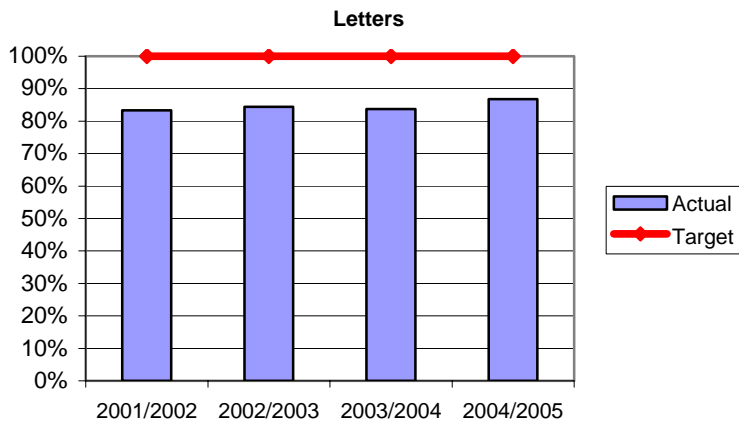
Target status against Key Performance Indicators	
<b>Green</b>	Flat below best in class or fluctuations above and below target, or some improvements but not yet consistent
<b>Amber</b>	Reverse trend to the aim of the indicator
<b>Red</b>	Continuous improvement over last 3 years (or 2 if no data) or sustained 'best in class'

5.3 Currently customer service results are reported on a **departmental** basis. Complaints specific to the remit of this Committee are detailed in **Chapter 3**.

Satisfaction Indicator	Actual 2002/03	Actual 2003/04	Actual 2004/05	Target 2004/05	Target Status	Trend Status	Remedial Action or Commentary
Telephone response rate	93%	93%	93%	100%	<b>Amber</b>	<b>Amber</b>	
Letter response rate	84%	84%	87%	100%	<b>Red</b>	<b>Amber</b>	
Compliments	93	195	185	180	<b>Green</b>	<b>Amber</b>	
Complaints	409	461	584	180	<b>Red</b>	<b>Amber</b>	Target based on different collation methodology.

- 5.4 PTES takes the corporate Customer Charter Standard as its target for customer service with regard to telephone and letter response rates as these are within the public domain.
- 5.5 We are performing below our Customer Charter standard that all telephone calls be answered within 15 seconds and all letters and emails be responded to within 10 working days.

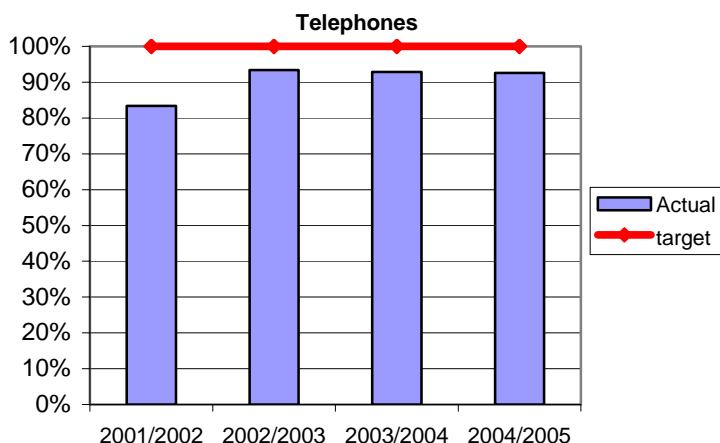
**Letters and E-mails Responded to within 10 Working Days**



- 5.6 Response rates to letters are showing a gradual improvement. During 2004/05, 87%, (3,049 out of 3,514) of letters responded to received a response within 10 working days. This is an increase of 3% compared to 2003/04.
- 5.7 Response rates to emails have been available since 2003. During 2004/05, 94% (2542 out of 2711) of emails received via the WCC website have been responded to within Customer Charter Standards. This is the same level as in 2003/04.

**Telephone Calls Answered within 15 Seconds**

- 5.8 During 2004/05, 93%, (665,097 out of 718,691) telephone calls to PTES were answered within 15 seconds; a figure which has remained static over the past 2 years.



## Compliments and Complaints

- 5.9 Throughout 2004/05, 185 compliments were received within PTES, mainly around front line groups, for work done quickly and effectively. This is a decrease of 15, just over 7% on 2003/04. Compliments tend to be sporadic by nature with no discernable trend on the number received.
- 5.10 2004/05 saw an increase in the number of complaints received by PTES, 584 in total; an increase of just over 26%. Complaints are concentrated around front line groups; Carillion (Highway Maintenance Contract) received 26 complaints about delays relating to street lighting. A detailed analysis of complaints can be found in chapter 3.

## Evaluation of Customer Service Standards - Mystery Shopper

- 5.11 Warwickshire County Council is committed to a continual appraisal of their strategy and to improving all the services it provides to the public, and is always exploring new and innovative ways to measure the standard of service it provides. Mystery Shopping was introduced in 2000 to review the provision of service across all front-facing departments. The Mystery Shopper tests the standards set out in the Customer Charter. This report details the eighth wave of this project.
- 5.12 The exercise includes a number of contacts by the mystery shoppers to PTES this wave received:-

28 telephone calls  
3 visits  
3 letters  
11 emails

## Summary of Results

- 5.13 Letter enquiries received a 100% response rate, and 100% correct response, leading to good levels of satisfaction. Positive impressions were gained of staff on visits, although the environment received relatively poor ratings, but satisfaction was strong. Less than half of the email enquiries receive a response, although the responses were correct, and received average ratings for their manner. Telephone enquiries were answered well, however, only a third of call handlers gave their name; perceptions of the staff were still positive.
- 5.14 WCC undertakes 2 waves of Mystery Shopping annually; a major wave that tests all customer service standards and a smaller, more concentrated wave on areas highlighted within the major wave as needing improvement. PTES have produced an action plan that will aid improvement in the highlighted areas. In line with continuous improvement the second wave, which will measure the success of delivery of the action plan, will concentrate on:-

Responding to email enquiries.  
Staff giving their name when answering the telephone.  
Resolving telephone enquiries correctly.

Provision of literature or referral to the website.

## 6. Financial Results

### 2004/2005 Budget

- 6.1 The original budget for Planning, Transport and Economic Strategy was £48,516,000 (including the planned use of balances). Since the original budget was approved there have been budget adjustments of £1,404,000. Therefore the 2004/2005 budget for the service is now £47,112,000.

### 2004/2005 Final Outturn Spending

- 6.2 The total net turnover for the year on items within the Service's control is £568,000. Details are shown below.

<b>Table 1: Outturn spending 2004/2005</b>	<b>£000</b>	<b>£000</b>
<b>Original Budget – Gross</b>		<b>58,695</b>
Original Budget - Net		<b>48,516</b>
Adjusted for:		
Notional Asset Rental	<b>(1,228)</b>	
Self Financing Capital	<b>(141)</b>	
Contribution to publicity	<b>(35)</b>	
Total Adjustments		<b>(1,404)</b>
Revised Budget		<b>47,112</b>
Actual Net Spending		<b>47,680</b>
<b>Overspend (against revised budget)</b>		<b>568</b>

- 6.3 The principal item, specific to the scope of this Committee, which contributed to the overspend is the Economic Development Regeneration Project, where cash flow pressures from new business units not yet let amounted to a deficit of £148,000. This principally relates to EPIC (Eliot Park Innovation Centre), which was handed over to WCC in March 2005, but occupancy will build up during 2005/6/7. A revenue deficit incurred in 2004/05 in the run up to opening EPIC should be more than offset by rents/surpluses in subsequent years.

### Comparison with the 2004/2005 Provisional Out-turn

- 6.4 The service last reported the expected outturn position to Cabinet as part of the corporate 2004/2005 Provisional Outturn report on 3rd February 2005. At this time the service was predicting an overspend of £814,000. The actual overspend of £568,000 therefore represents a £246,000 change in the service's position.

<b>Comparison Between Provisional and Final Out-turn</b>		
	Provisional Out-turn as reported on 3rd February 2005	2004/2005 Final Out-turn
	<b>£000</b>	<b>£000</b>
AWM Grant *	0	(566)
Business Link Grant *	0	300
County Highways	0	572
Waste Management	120	102
Economic Development/ Social Regeneration	168	148
Executive	90	52
Decriminalisation of Parking	100	94
Marketing and Graphics Design	65	86
County Fleet	50	47
Development/ Strategic	66	(68)
Environmental Design	0	55
Transport Planning	(20)	(144)
Transport Operations	147	(56)
Design Services	0	(52)
Other net variations	28	(2)
<b>Total</b>	<b>814</b>	<b>568</b>

6.5 The reduction of the projected overspend of £246,000 between the provisional and final outturn is the net effect of the unbudgeted revenue grant to Business Link and the better than expected income results for Transport Planning, Transport Operations and Design Services.

6.6 \*Advantage West Midlands (AWM) has provided £566,000 additional grant for projects in the Regeneration Zone, in recognition of WCC support for Business Link strategic business support package.

## **Chapter Two – Consultation**

### **1. Introduction**

1.1 The department continues to undertake a wide range of consultation as part of its programme of service delivery, evaluation and improvement.

1.2 This report provides details on consultation, outcomes and actions taken during 2004/05. The department continues to make effective use of consultation with the public and other forms of feedback in order to:-

- (i) Establish and monitor levels of customer and public satisfaction.
- (ii) Inform priority setting.
- (iii) Inform the development of policies and strategies.
- (iv) Improve service delivery.

## 2. Consultation this Year

The main consultation activities related to this Committee are listed below:-

Title	Purpose	Start Date	Methodology	Corporate Objective
Jobs and Skills within the Strategic Plan	To identify the priorities of these elements within the plan	November 2004	Workshop	Develop and maintain a vibrant local economy
Leamington Spa Urban Mixed Priority	To inform the implementation of the scheme	June 2002 – ongoing	Questionnaires	Develop and maintain a vibrant local economy
Pride in Camp Hill	A number of consultations have been undertaken regarding various issues within the area	Various	Various	Develop and maintain a vibrant local economy
Building Sustainable Neighbourhoods – Ivanhoe Road	To address environmental and parking issues in a local neighbourhood	May 2004	Leaflet and public exhibition	Develop and maintain a vibrant local economy
Nuneaton and Bedworth Master plan	To inform a longer-term vision and Master plan for the town centres.	December 2003 – April 2004	Workshops and Members Seminar	Develop and maintain a vibrant local economy
Business Improvement District Rugby	To clarify projects that the BID community is willing to fund.	November 2004	Questionnaires	Develop and maintain a vibrant local economy

## 3. Messages from Consultation and Actions

### Leamington Spa Urban Mixed Priority Scheme

3.1 Following detailed consultation with key stakeholders construction work started on the project in April 2005. The works have been delayed by several weeks because of a number of difficulties including the presence of very shallow

cellars, the varying opening hours of local businesses, the need to maintain pedestrian access and, following complaints from residents, the imposition of a noise abatement notice preventing night working.

- 3.2 In order that implementation of the scheme does not affect the busy trading period in the town in the run up to Christmas the works have been re-programmed to ensure that they will be completed by October 21st on Parade from Clarendon Avenue to the River Leam Bridge. The remaining works south of the River Leam are to be commenced in May 2006 subject to Cabinet consideration of funding. Regular meetings are being held with stakeholders and these will continue until the scheme is finally completed.

### **The Strategic Plan – Jobs and Skills**

- 3.3 A workshop was held in November with key partners contributing to the Warwickshire Strategic Plan to determine the Vision and Priorities for the Jobs and Skills element of the Strategic Plan. A proposal was developed in agreement with the Learning and Skills Council and circulated to all partners in attendance. Once agreement on a final strategy and priorities has been obtained work will then commence on relevant partnerships, delivery bodies and funding needs.

### **Pride in Camp Hill**

#### **Whittleford Park**

- 3.4 A consultation exercise was undertaken during the summer as part of a community clean up event on Whittleford and to consider potential opportunities to improve the park. Various consultation methods have been used including a display board at the Camp Hill festival in August. The results of the exercise highlighted a number of improvement activities including:
- (i) Controlling anti-social behaviour such as motorbike misuse on open spaces.
  - (ii) An initiative to protect wildlife.
  - (iii) Improving the quality of pathways that link estates.
- 3.5 Some minor improvements are now in place, however, as this is a programme of work that will extend over several years a major funding bid has been made to the Regeneration Zone for more significant work to be undertaken in future years.
- 3.6 The Environmental Design Team has produced a draft plan following the outcome of the consultation and a park management advisory team has been established to deliver the plan.

### **Residents Forum**

- 3.7 In May a mobile promotion was undertaken to promote the elections for the forum and five residents were nominated. Elections were held and the forum was officially created in September.



## **Cedar Road**

- 3.8 Consultation was undertaken to assess residents' concerns regarding the new road layout and to obtain information on car parking options. The results confirmed that residents believed that there was a need for traffic calming and also for miscellaneous car parking facilities. In response to the consultation WCC provided various car-parking options including dropped kerbs and lay-by spaces.

## **Willow Road**

- 3.9 As part of the Midland Quarry project a consultation has been carried out with residents on Willow Road to discuss the new link road that is planned between Midland Quarry and Hillary Road. The results highlighted the concerns of the residents regarding landscaping and noise. WCC has provided landscaping and a noise reduction fence as part of the link to the new road.

## **The Dingle**

- 3.10 Lovell the developer for phase 1 of Camp Hill development offered to utilize 'spoil' from the site to create a landscape form, on the Dingle. It is an opportunity to improve the aesthetic appearance of the Dingle and enhance the environment with the creation of a community recreation area. The consultation involved one to one interviews with householders resident adjacent to the site, displays and open days. The response was very positive in support of the improvements and WCC submitted funding bids to various organisations and negotiated with Lovell for in-kind support. There were some initial delays in securing funding, however, all funding is now in place, the tender document is being developed and work is due to start Autumn 2005.

## **Rugby Business Improvement District (BID)**

- 3.11 The Rugby BID is one of 22 UK pilots being trialled by the Office of the Deputy Prime Minister/Association of Town Centre Management. WCC and Rugby Borough Council and Rugby Town Centre Company are partners with the BID Company as part of the pilot process. BID is a Business led initiative to improve the local environment. The BID Company has undertaken a process of continuous consultation with the BID Electorate over the past year, to determine the BID services that business are willing to pay for. As a result of the consultation, the BID Themes propose to provide for an integrated security system, town centre rangers, additional street cleaning and further marketing and promotion of the town. The BID will go to the vote in September and the result will be announced on 3rd October. If a Yes vote is secured, the next phase of the process will be to implement the BID in Rugby.

## **Ivanhoe/Waverley Avenues, Nuneaton**

- 3.12 As part of Community Environmental Improvements consultation has been undertaken during the summer with residents in Ivanhoe Avenue and Waverley Avenue. The objective being to address environmental and parking issues in the neighbourhood. The consultation was based on leaflet distribution informing

residents of the details of the project, following this an exhibition was held providing details of 2 possible schemes to address the problems. The outcome of the consultation obtained by the exhibition was circulated to residents culminating in a final leaflet outlining dates for improvement work to commence and contact details.

## Chapter Three – Complaints

### 1. Introduction

- 1.1 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. Three of the complaints dealt with during 2004/05 that are specific to the remit of this Committee have been resolved at the informal stage, one remains at stage two.
- 1.2 All groups within PTES monitor numbers of complaints and track trends, raising any issues with their senior managers. Complaints are reported to the 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.
- 1.3 The table below shows the total number of complaints received by all PTES services over the past 4 years.

	Complaints Full Year	Contractor delivered services	In-House delivered services
2004/05	584	301	283
2003/04	461	258	203
2002/03	410	Not Available	Not Available
2001/02	419	Not Available	Not Available

- 1.4 In 2003/04 the criteria for reporting complaints in PTES was altered. Complaints made against contractors performing a service on behalf of PTES, over whom we do not have direct, day-to-day control, were no longer included in the Departmental submission. They continued to be recorded at group level for contract management. However, in line with the corporate definition the table shows all complaints and the proportional breakdown between directly delivered services and contractor delivered services.
- 1.5 The category of complaint is detailed in the table below:-

Year	Policy or Service Standards	Failure to meet Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities
2004/05	116	206	205	43	14
2003/04	84	195	127	54	1
2002/03	82	195	90	35	8
2001/02	101	191	98	29	0

- 1.6 PTES recorded 584 complaints in 2004/05, this compares to 461 in 2003/04. The increase is mainly a result of efforts to increase the accuracy of complaints reporting. There is a national trend of increased numbers of complaints within Local Authorities.

## 2. Complaints Analysis and Improvements Made

- 2.1 The four complaints received by PTES (2004/05) that are specific to this Committee are detailed below:
- 2.2 **Camp Hill** – A stage 2 complaint from a resident member of the Camp Hill Board of Directors who requested an Extraordinary General Meeting for a vote of no confidence in two other directors, on behalf of residents. The complaint was against the Camp Hill Project Director, claiming he was rude in asking him to leave the office at lunchtime. He was frustrated the process wasn't simpler and was not happy when asked to leave due to the office closing at lunch. He accepted the Divisional Head's offer of a meeting to discuss the complaint but no resolution was possible. We have reinforced signs stating, "This office closes between 1pm and 2pm" so it is clear for all visitors.
- 2.3 **Winter Events Guide** – An informal complaint from a user of 'Winter Events Guide' who attended one of the events listed and did not feel that it met the description, initially dealt with by Rugby Town Centre Manager before being resolved by Regeneration Projects Manager.
- 2.4 **Bedworth Heath** - A resident who lives adjacent to the community centre refurbishment in Bedworth Heath made an informal complaint. The complaint is with regard to the order in which changes to the building were being made, namely that the front entrance was not being blocked off. The complaint was dealt with by altering the planning permission with Nuneaton and Bedworth Borough Council so the entrance was blocked off earlier.
- 2.5 **River Avon Navigation** – A number of letters received from a member of the public about the consultation process on the proposal by others to extend navigation on the River Avon from Stratford-upon-Avon to Warwick or Leamington Spa. We responded to each letter and in the final response suggested that if the complainant remained dissatisfied he could make a formal complaint. He did not.
- 2.6 Details of the other complaints shown in the table will be reported to Environment Overview and Scrutiny Committee.

JOHN DEEGAN  
Director of Planning, Transport and Economic Strategy  
Shire Hall  
Warwick

26th September 2005

Economic Development Overview and Scrutiny Committee – 18th October 2005

Planning, Transport and Economic Strategy Performance Report - Full Year 2004/05

Departmental and Corporate Objectives at green status at 31st March 2005

Ref	Action/Task	Key Date	Status	Full Year Review
CBP	Review Minerals Plan – Submit Minerals Waste Development Scheme to GO-WM for approval	Dec 2004	Green	A joint minerals and waste development scheme submitted to GO-WM for approval on 24th March. Non-intervention letter from the Secretary of State received.
CBP	Incorporate spatial dimension into County Strategic Plan	March 2005	Green	County's officers working group accepted need for Spatial dimension being included in Strategic Plan. Paper produced for inclusion in the final version of the Strategic Plan. This action is included within the 2005/06 Departmental Service Plan
CBP	Implement changes arising from enactment of Planning Bill in summer 2004 (working with District Councils)	April 2005	Green	Report on Regional Planning Body SLA with the County Council went to Cabinet on 14th October. The report was approved subject to a couple of minor amendments. Ongoing work with District colleagues to implement the SLA .
1.13	Working towards meeting E Government 2005 targets in processing of planning applications and responding to consultations.	Dec 2005	Green	A steering group has been formed and consultants Scotim have been appointed. This action is included within the 2005/06 Departmental Service Plan.
CBP	Reduce inequalities in Nuneaton and Bedworth through the Building Sustainable Neighbourhoods project in particular:  Within the more restricted European funding area: <ul style="list-style-type: none"> <li>Assist 5 community and business enterprises</li> </ul>	March 2005	Green	BSN has exceeded its target and assisted 7 Community Enterprises/Businesses, these include: Exhall Community Centre, Rethink, Happy Tykes Pre-School Ltd, Bedworth and Bulkington Credit Union and Nuneaton Credit Union. The assistance provided centres around consultancy support, business planning, purchase of software and funding for development of courses.

## PTES Full – Year Performance Report 2005

Ref	Action/Task	Key Date	Status	Full Year Review
	<ul style="list-style-type: none"> <li>Support 5 capacity building initiatives.</li> </ul>	March 2005	Green	<p>This definition has recently been revised with ERDF and should now be referred to as 'Community projects supported' instead of 'capacity building initiatives'. WCC have claimed 6 this year exceeding their target, and they include:</p> <ul style="list-style-type: none"> <li>Bedworth Heath Community Centre providing Consultancy Support and Business Planning support</li> <li>Support to secure jobs at Homestart North Warwickshire</li> <li>Whittleford Park Clean-up – Friends of Whittleford Park</li> </ul>
	<ul style="list-style-type: none"> <li>Complete Phase 2 of Heath Community Centre refurbishment</li> </ul>	March 2005	Green	Phase 2 of the refurbishment is complete and the launch of the centre occurred in June 2005.
CBP	<p>Progress the implementation plan of the project for the Pride in Camp Hill project specifically:</p> <ul style="list-style-type: none"> <li>Appoint a developer for Village Centre</li> </ul>	Oct 2004	Green	<p>The developer is Lovell Partnerships Limited. Development agreement being worked up and planning application scheduled to be submitted in June 2005 thereby start on site should be as planned in Autumn 2005. Lovell is committed to recruit local construction apprentices from the Regeneration Zone Opportunities Centre which is located within the Pride in Camp Hill Area.. The Council is putting together funding to secure a similar training facility in Rugby though adapted to reflect the specific needs of the town.</p>
CBP	<p>Progress the implementation plan of the project for the Pride in Camp Hill project specifically:</p> <ul style="list-style-type: none"> <li>Commence the access road to the Midland Quarry employment site</li> <li>Complete the first houses on the phase 1 development</li> </ul>		Green	<p>Midland Quarry employment site access and link roads completed.</p>
			Green	First houses on phase 1 of the development now complete

## PTES Full – Year Performance Report 2005

Ref	Action/Task	Key Date	Status	Full Year Review
2.1	Secure funding to continue the Vital Villages rural services support programme beyond 2005.	Dec 2004	Green	Agreed a forward plan with rural districts to continue a limited support programme into 2005/06.
2.2	Finalise Nuneaton and Bedworth Town Centre Master plans.	July 2004	Green	Masterplan completed and reported to area committee in January 2005. Implementation and funding strategy being developed. Meetings have been arranged with property investors. We are seeking funding from Warwickshire County Council, Nuneaton and Bedworth Borough Council and Advantage West Midlands.
CBP	Secure affordable broadband access to all rural SMEs.	End 2005	Green	Liaising with BT and other providers. Anticipate most exchanges in Warwickshire were enabled by end 2004, remainder to follow by June 2005. Actively working with BT to encourage uptake of service by all businesses during 2005
CBP	Take forward project to help local people obtain local jobs by: Developing a partnership project in the Regeneration Zone to support local people into employment at the Arena.  Support a further 1000 job seekers into work related training through Recruitment NOW and PEP	Sept 2004  March 2005	Green  Green	PEP involved in Arena development Core Group. Work with the Arena core group continues with external funding via the Learning and Skills Council secured to continue the project until August 2005.  PEP continues to achieve targets and was recently awarded Matrix quality standard. Exceeding targets for registrations for support. Currently 404 people have entered work related training.
2.4	Deliver grants worth £240,000 in year one of the new Global Grants programme	March 2005	Green	28 grants totalling £237,680 were awarded by May 2005. (19 to Warwickshire organisations).

## PTES Full – Year Performance Report 2005

Ref	Action/Task	Key Date	Status	Full Year Review
2.5	Ensure that WCC/PTES takes maximum advantage of 2004 European Social fund programmes.	March 2005	Green	There have been two bidding rounds for European Social Fund objective three. At least six bids were submitted where WCC was the lead or key partner. Unfortunately none of these were successful; however we have managed to secure some continuation funding to enable both PEP and Recruitment Now to continue, albeit in reduced form.
CBP	<p>Increase business opportunities by</p> <ul style="list-style-type: none"> <li>Commencing the extension of the Sir Frank Whittle Business Centre and/or Centenary Business Centre.</li> <li>Providing additional facilities at the Hub.</li> </ul>	July 2004	Green	Sir Frank Whittle Business Centre work starts 16 May and is scheduled for completion by 27 October. Preparation for the extension of Centenary Business Centre began in May; work is due to begin on site in January and will be completed in September 2006.
2.7	<p>Deliver 3 Business Support Programmes with partners</p> <ul style="list-style-type: none"> <li>ICT Engagement</li> <li>Environmental Standards</li> <li>Product and Process Development</li> </ul>	Dec 2004	Green	A wide range of services has been offered including training, crime prevention advice, and business advice, Citizen's Advice Bureau Allied Irish Bank, recycling initiatives. These are promoted to all companies on the Estate through a regular newsletter.
2.8	Generate over 750 inward investment inquiries	March 2005	Green	Completed. Target exceeded – 807 inquiries received.

**Economic Development Overview and Scrutiny Committee – 18th October 2005**  
**Planning, Transport and Economic Strategy Performance Report - Full Year 2004/05**  
**Departmental and Corporate Objectives not at green status by 31st March 2005**

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 by year end 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

Ref	Action/Task	Key Date	Status	Measure of Risk	Half Year Review
CBP	Complete review of the County Council's approach to Policy and Strategic Development in Rural Areas and recommend action	March 2005	<b>Amber</b>	High	The Environment and Rural Affairs and Employment and 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
1.14	Improve our capacity for monitoring land use change, district, county and regional	April 2005	<b>Amber</b>	Medium	We have made good progress in further engaging with our District Councils on land use Monitoring. We now have a new Strategic Plans Monitoring Officer in post.



## Departmental and Corporate Objectives not at green status by 31st March 2005

Ref	Action/Task	Key Date	Status	Measure of Risk	Half Year Review
					<p>We have produced a draft monitoring framework for Minerals and Waste Development Frameworks – this will be the basis of discussions at a meeting in May 2005.</p> <p>As part of our Regional monitoring remit we are working to encourage our Districts to take full advantage of the Regional Planning Board's new monitoring system, (West Midlands) Regional Assembly Data and Analysis Resource which is currently being launched. Some districts have shown an interest in receiving training on WRADAR – an opportunity that the County is pursuing. This action is included within the Performance Management divisional Service Plan</p>
CBP	Engage with Birmingham International Airport Ltd to secure member and officer liaison arrangements to cover airport expansion.	Dec 2004	White	Low	<p>BIA Limited is committed to engage WCC in 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.</p>
CBP	Reduce inequalities in Nuneaton and Bedworth through the Building Sustainable Neighbourhoods project in particular: Within the Regeneration Zone - Create 15 new jobs and safeguard 10	March 2005	Amber	Low	<p>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>

## Departmental and Corporate Objectives not at green status by 31st March 2005

Ref	Action/Task	Key Date	Status	Measure of Risk	Half Year Review
CBP	<p>Progress the implementation plan of the project plan for the Pride in Camp Hill project specifically:</p> <ul style="list-style-type: none"> <li>Obtain commitments from the external agencies to future funding needs</li> </ul>	Oct 2004	Amber	High	English Partnership now engaged in active discussions with WCC and other funding partners on future funding for Phase 3. EP design proposals have significantly reduced the funding gap.
CBP	Finalise the detailed scheme and develop a funding strategy for the development of the Stratford Waterfront regeneration project with partners	Sept 2004	Red	Low	Advantage West Midlands bid progressing, and detailed consultations with Royal Shakespeare Company and Stratford District Council to implement first stages of waterfront Masterplan. The scheme has been delayed by a significant delay in the Royal Shakespeare Company preparation of final proposals for their properties. This action is included within the 2005/06 Departmental Service Plan.
CBP	Finalise the prospectus of the Rugby Business Improvement District and commence promotion to all town centre businesses	Sept 2004	Amber	Low	<p>i) The Rugby BID Pilot is on programme, the BID voting period will be in September with the result being announced on 3rd October. If a Yes vote is secured, the next phase will be to implement the BID in Rugby Town Centre</p> <p>ii) Feasibility work is currently being undertaken to determine the potential for a BID on Bayton Road Industrial Estate, Bedworth. This will set a framework for other Industrial Estates within the County.</p>

## Departmental and Corporate Objectives not at green status by 31st March 2005

Ref	Action/Task	Key Date	Status	Measure of Risk	Half Year Review
2.6	Work with 2 more small market towns to develop Action Plans	Sept 2004	Red	Low	Resource issues have meant that WCC and the District Council were unable to work with 2 more small market towns to develop Health checks and Action Plans. This is the case for 2005/06, however we have included an action within the 2005/06 departmental service plan to work with the existing 6 active market towns.
CBP	Increase business opportunities by <ul style="list-style-type: none"> <li>Completing the Optima Innovation Centre in Nuneaton and welcoming the first 10 business tenants</li> </ul>	March 2005	Amber	Low	Eliot Park Innovation Centre (originally Optima) was completed in February and the first tenants moved in April. There are currently 5 business tenants; we are expecting to achieve the target by September.
CBP	Develop sub-regional approach to tourism by completing and adopting the Coventry and Warwickshire visitor economic strategy and commence action plans for destination health checks, thematic campaigns and business development.	Sept 2004	Amber	Low	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.