

AGENDA MANAGEMENT SHEET

Name of Committee Economic Development Overview and Scrutiny Committee

Date of Committee 11th July 2006

Report Title Planning, Transport and Economic Strategy Report - Full Year 2005/06

Summary This report presents full year performance outturn with respect to Planning, Transport and Economic Strategy (PTES) objectives. In addition it contains details of consultation activity which has taken place and an analysis of complaints received during 2005/06.

For further information please contact Maureen Oakes
Strategy Support
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 Councillor P Barnes }
Councillor M Jones } for information
Councillor P Morris-Jones }

Cabinet Member Councillor C 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 –
11th July 2006**

**Planning, Transport and Economic Strategy Report –
Full Year 2005/06**

**Report of the Strategic Director for
Environment and Economy**





Recommendation

The Economic Development Overview and Scrutiny Committee is asked to consider PTES'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.

1. Introduction to the Report

- 1.1 This report details the final full year performance of the Planning, Transport and Economic Strategy (PTES) department covering 2005/06. In April 2006 the department changed to become the Environment and Economy Directorate, as part of the restructuring of the County Council.
- 1.2 This full-year Performance Report has been written under the new Corporate Performance Management System, using new classifications and tolerances introduced into the WCC Performance Management Framework.
- 1.3 Previously, the traffic lighting of performance indicator targets, milestones and trends was given with Red, Amber and Green alerts. These had the following meanings:-
 - (i) Green was used to indicate meeting or exceeding Targets/Milestones.
 - (ii) Amber was used as a warning to indicate poor performance within a pre-defined tolerance and the possibility of movement into the Red alert.
 - (iii) Red was used to indicate poor performance outside of the tolerance set for the Amber warning.

- 1.4 The new system of classifications has one alert to indicate poor performance, one alert to indicate good performance that is on target and within tolerance limits, and one alert to indicate high performance beyond target and expectations.
- 1.5 The tolerances above and below the targets have also been tightened, giving a narrower band to indicate good performance and negating the need for an Amber alert as a warning. In this way, any reports (either exception reports or full reports) will clearly show the areas of performance that need addressing and action taken.
- 1.6 Therefore, the new classifications have the following meanings:-
- (i) Green Star () is used to indicate high performance and exceeding Targets/Milestones beyond a pre-defined tolerance.
 - (ii) Blue Circle () is used to indicate good performance and meeting Targets/Milestones within pre-defined tolerance limits.
 - (iii) Red Triangle () is used to indicate poor performance and missing Targets/Milestones beyond a pre-defined tolerance.
- 1.7 The new system uses different shaped symbols for the alerts to avoid confusion if the reports are printed or photocopied in black and white. This also avoids the need to write in the colour name of the alert over the colour, which was sometimes difficult to see both in colour and black and white.
- 1.8 The other additional symbol in the report is to indicate those Objectives/Priorities which have been deferred or superseded and any PI's that do not have enough historic data for Trend indication. In this instance a White Square () is used.

2. Executive Summary and Headlines

- 2.1 The final full-year performance report for PTES is set out in terms of Corporate Headline Indicators (CHIs), departmental key performance indicators, corporate and departmental objectives, customer satisfaction indicators, consultations and compliments/complaints.
- 2.2 The report shows: -
- (i) 74% of key objectives were achieved in 2005/06
 - (ii) In terms of customer care standards –
 - (a) 93% of telephone calls were answered within 15 seconds.
 - (b) 75% of letters and 87% of emails were responded to within 5 working days.

- (iii) A summary of the department's financial performance.
- (iv) The main consultation exercises being undertaken and progress to date.
- (v) A fall in the numbers of complaints received during by PTES in 2005/06, with 326 compared to 568 during 2004/05. Complaints tend to be concentrated around front line groups who have the greatest degree of contact with the public.
- (vi) The number of compliments received by PTES during 2005/06 has increased by 70% on 2004/05; again these are centred on front line groups with the highest levels of external contact.

Planning, Transport and Economic Strategy Performance Report for Full -Year 2005/06

Chapter One – Performance Results	Page No
1. Introduction	6
2. Summary of Performance for 2005/06	7
3. Performance Against Directorate and Corporate Objectives/Priorities	10
4. Performance Against Key Performance Indicators	12
5. Customer Results	14
6. Financial Results	17
Chapter Two - Consultation	
1. Introduction	19
2. Consultation this Year	19
3. Messages from Consultation and Actions	20
Chapter Three – Complaints	
1 Introduction	23
Appendix A – Departmental actions/tasks blue and green status at full year	

Chapter One – Performance Results

1. Introduction

- 1.1 This section describes the PTES Department's final year performance against Corporate Headline Indicators (CHIs), departmental key performance indicators and corporate and departmental objectives.
- 1.2 As part of WCC's established Performance Management System this report provides full year performance of the department against the Corporate Objective 'Develop and maintain a vibrant local economy which promotes employment and prosperity for all'. This supports the achievement of the WCC Medium Term Priorities:-
- (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'.
 - (ii) 'Increase employment opportunities, the employment potential of Warwickshire residents and the competitive advantage of Warwickshire Businesses'.
- 1.3 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.
- 1.4 This report also includes full-year outturn for measurable performance against Corporate Headline Indicators and Departmental Key Performance Indicators.
- 1.5 A similar report is being submitted to the Environment Overview and Scrutiny Committee relating to its areas of responsibility for PTES Departmental activities.

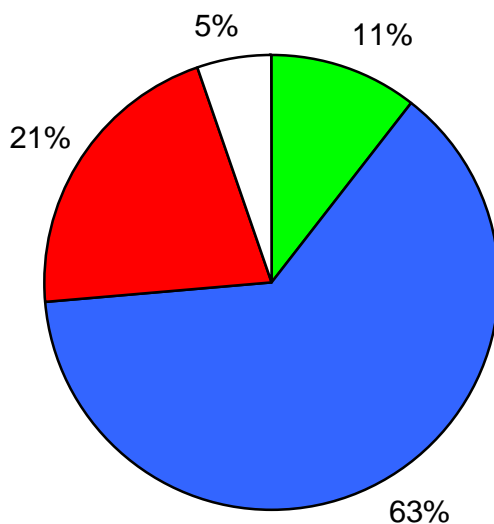
That report also includes full-year outturn for measurable performance against Corporate Headline Indicators and Departmental Key Performance Indicators for those activities.

2. Summary of Performance for 2005/06

2.1 The tables below summarise full-year performance against planned objectives and targets.

Objectives/Priorities	Number of actions/tasks	Alert	% of total
Achieved before the Milestone Date	2	★	11%
Achieved between 0 and 2 months after the Milestone Date	12	●	63%
Achieved greater than or equal to 2 months after the Milestone Date	4	▲	21%
Deferred or superseded	1	□	5%

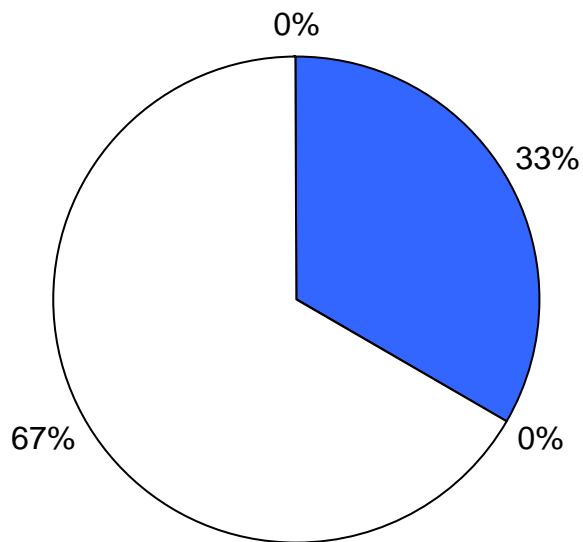
Performance of Objectives/Priorities



- Met ahead of the target date
- Met or delayed by less than 2 months from the target date
- Not achieved or delayed by more than 2 months from the target date
- Deferred or superseded

Key Performance indicators - Targets	Number of KPI's	Alert	% of total
Greater than 2% above the target value	0	★	0%
Between +2% and -5% of the target value	2	●	33%
Greater than 5% below the target value	0	▲	0%
Cannot be assessed at this time	4	□	67%

Performance of Key Performance Indicators - Targets

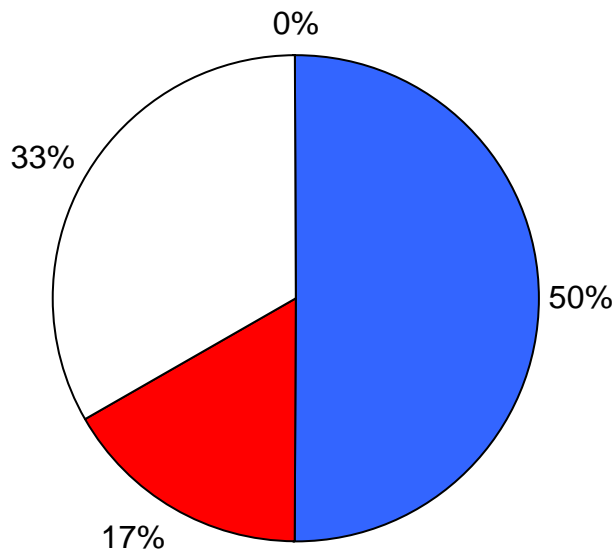


- Exceeded target by more than 2%
- Met within 2% more than target and 5% less than target
- Missed target by more than 5%
- Cannot be assessed

2.2 Comparison of performance against the achievement of objectives and targets with 2004/05 is not possible due to the change in the tolerances. However, this years results provide a baseline for comparison in future years.

Key Performance indicators - Trends	Number of KPI's	Alert	% of total
Greater than 2% above the target value	0	★	0%
Between +2% and -5% of the target value	3	●	50%
Greater than 5% below the target value	1	▲	17%
Only current value available	2	□	33%



Performance of Key Performance Indicators - Trends



- Continuous improvement over last 3 years
- Flat / fluctuations above and below target, or some improvement but not yet consistent (i.e. only up to 2 years worth of trend data)
- Reverse trend to the aim of the indicator
- Only current value available





3. Performance Against Directorate and Corporate Objectives/Priorities

- 3.1 The classifications used in this report are linked to the 'key date', with status classified specifically against performance at that point in time.
- 3.2 Departmental actions/tasks not at blue or green status at March 31 2006, are detailed in the following table. In addition, **Appendix A** provides details of Departmental actions/tasks that were completed by 31st March 2006 and are therefore at blue or green status.
- 3.3 Of the 19 high level actions which PTES planned to deliver during 2005/06 relating specifically to the remit of this Committee, some 74% were successfully delivered. Of those that were not delivered on time or as originally planned there were a number of factors outside the control of PTES that contributed to delays or deferral.

End of Year status against Directorate Objectives/ Priorities	
	Not achieved or delayed by more than 2 months of target date
	Deferred or superseded









Risk to the delivery of Corporate Priorities	
High	Major potential impact
Medium	Moderate potential impact
Low	Minimal potential impact
Nil	No impact

Directorate and Corporate Objectives not at blue or green status as at 31st March 2006

Ref No	Departmental Objective	Milestone	Status	Risk to delivery of Corporate Priorities	Remedial Action
2	Promote the economic regeneration of Warwickshire – increase employment opportunities and employment potential of Warwickshire residents				
CBP	Provide support to the farming and food industry through the changes facing the rural economy by: Assisting partners to secure funding for the Stoneleigh Park Centre for Rural Excellence and commence development of the Rural Innovation Centre.	31/03/06		Medium	Funding application to be submitted to Advantage West Midlands by the Royal Agricultural Showground of England, which is then submitted to the Treasury's Central Review Project Group.
CBP	Develop the Stratford Waterfront regeneration project with partners, in particular, secure £10 million external funding for the implementation of the agreed Waterfront and Stratford Transport Strategy proposals.	31/03/06		Medium	The application for the full bid of £5m was accepted by AWM in March. £5m was applied for as we were advised by AWM that this amount could be agreed regionally. Phase 2 will follow after the development of an Urban Design Framework, towards the end of 2006.
CBP	Increase business opportunities through providing additional managed business space. Commence the extension of the Centenary Business Centre in Nuneaton to provide in total 15 additional business units.	31/03/06		Low	CBC Phase 3 delayed due to funding complications with AWM. Expected start date now October 2006 with completion in March 2007.
CBP	Support tourism in the sub-region: Deliver the first projects including an internet based Destination Management (booking) System (DMS) covering Warwickshire.	31/03/06		Low	Commitment by all partners achieved by target date. Implementation of DMS delayed due to technical matters and staffing at partner organisations.

4. Performance Against Key Performance Indicators













Key:

Target status against Key Performance Indicators		Trend status against Key Performance Indicators	
	Exceeded target by more than 2%		Continuous improvement over last 3 years
	Met within 2% more than target and 5% less than target		Flat / fluctuations above and below target, or some improvement but not yet consistent (i.e. only up to 2 years worth of trend data)
	Missed target by more than 5%		Reverse trend to the aim of the indicator
	Cannot be assessed		Only current value available

- Points to note:**
1. The tolerances identified above have been amended since the original targets were set.
 2. A number of the Economic KPI's use secondary data released on an annual basis by the Office for National Statistics. There is often a time-lag with the release of this data, which will be updated throughout the coming year.

Key performance indicators:-

Key: H= high is good
 L = low is good
 CHI = corporate headline indicator
 N/A = not available

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
CHI 11 (H)	Percentage of people of working age in employment	79.4%	78.0%	80.0%	80.0% E				Actual results available July 2006
CHI 12 (+)	Percentage increase or decrease in the number of local jobs over the financial year	3.2% increase	N/A	0.2% increase	N/A				Actual results for 2004/05 available in December 2006
CHI 13 (H)	Percentage of employers rating Warwickshire as a good location	67.2%	N/A	67.7%	N/A				Results available July 2006 for 2005/06
CHI 14 (L)	Percentage ratio of average household income in the best to the worst district	1.25 (2003)	1.23 (2004)	1.21	1.26				
CHI 15 (H)	Percentage positive destinations for 16+ school leavers	93.3%	93.6%	93.6%	N/A				Results available December 2006
Local (L)	Percentage ratio of best to worst district for positive destination for 16+ school leavers	1.06	1.05	1.06	N/A				

5. Customer Results

- 5.1 Our aim is to be customer focused in all that we do. 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, addressed and improved. This report:-

Details the department's performance against its Customer Charter with regard to:-



- (i) Telephone response time monitoring.
- (ii) Letter and E-mail response time monitoring.

Details customer feedback the department receives from:-

- (i) Compliments.
- (ii) Complaints.

Provides an evaluation of performance of Customer Service Standards.

- 5.2 Currently customer service results are reported on a departmental basis. Complaints specific to the remit of this committee are detailed in chapter 3.
- 5.3 In October 2005 WCC revised its Customer Charter Standards relating to letter and e-mail response rates, therefore we cannot provide full year performance standards for these two areas nor can we use historical data to provide trend information. However, we will be able to do this in future reporting.
- 5.4 The new Corporate Customer Charter states:-
- (i) All telephone calls will be answered within 15 seconds.
 - (ii) All letters and emails will be responded to within 5 working days.
- 5.5 The table below details full year performance (where possible) for Customer Charter Standards.

Satisfaction Indicator	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual 2005/06	Target Status	Trend Status	Remedial Action or Commentary
Telephone response rate	93%	93%	100%	93%			
Letter response rate	84%**	87%**	100%	75%*			
E-mail response rate	94%**	94%**	100%	87%*			
Compliments	195	185	190	315			
Complaints	461	584	600	326			

* A full year figure is unavailable as the standards changed mid way through the year. This figure represents October 2005 – March 2006 performance.

** As the standard changed part way through the year this data is not comparable

5.6 PTES takes the corporate Customer Charter Standard as its target for customer service for telephone and letter response rates.

5.7 Our telephone response rate for 2005/06 was 93%, the same level as in previous years. Our letter and e-mail response rates have scope for improvement to reach the Corporate Charter Standard of 100%.

Compliments and Complaints

5.8 Compliments tend to be sporadic by nature with no discernable trend on the number received.

5.9 Throughout 2005/06 some 315 compliments were received in PTES, mainly for the work done by front line groups. This is an increase of more than 70% on 2004/05.

5.10 The increase in compliments recorded can be partly attributed to an improvement in the process for reporting compliments, and the inclusion of compliments received from internal sources. That said, most still arise in externally facing front line groups and attributed to work being carried out efficiently and effectively.

5.11 PTES received 326 complaints this year, a fall of over 44% on 2004/05. Again this form of feedback is centred around front line groups. A detailed analysis of complaints can be found in chapter 3.

Evaluation of Customer Service Standards - Mystery Shopper

5.12 WCC undertakes two 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. The major wave results were reported to this Overview and Scrutiny Committee in the half year

report last October. In line with continuous improvement the second wave, which will measure the success of delivery of the action plan, concentrated on:-

- (i) Responding to email enquiries.
- (ii) Staff giving their name when answering the telephone.
- (iii) Resolving telephone enquiries correctly.
- (iv) Provision of literature or referral to the website.

5.13 WCC has recently introduced new and more challenging customer service standards, however, at the time of this exercise the WCC Customer Charter Standards stated:-

"If you telephone us we aim to:

- *Answer within 5 rings;*
- *Tell you whom you are speaking to;*
- *Give you a clear and helpful answer; and*
- *If the person you need to speak to is not available, give you a time when you can contact them.*

If you write to us by letter, e-mail or fax, we aim to:

- *Respond to you fully within 10 working days or send an acknowledgment within 5 working days, letting you know when you will get a full response;*
- *Explain things in plain and clear language and avoid using technical and legal jargon; and*
- *Tell you who is writing and how to phone that person."*

5.14 WCC undertook the more targeted wave of Mystery Shopping in the first two weeks of October.

5.15 The wave tested the aforementioned areas across all front-line groups within PTES.

Contact Type	No. of PTES Contacts
Telephone	10
Visits	0
Letters	0
Emails	20
Total	30

Summary of Results

5.16 Satisfaction for enquiries made via email appears relatively low, with a third of the Wave sample emails going unanswered. Those that were answered received a full correct answer in 2 out of 5 cases.

5.17 Callers to PTES were more likely to get through to the department on their first attempt - however less likely to have their call answered within the requisite 5 rings. Only a third of call handlers in the sample give their name.

5.18 The full Mystery Shopper report is available on the Corporate Consultation database.

- 5.19 It is worth noting that a number of issues have been raised around some of the scenarios used and the validity of the results provided by the consultants. This is the final Mystery Shopper Wave with the current consultants, and the award of the new contract will address current issues.

6. Financial Results

2005/06 Budget

- 6.1 The original budget for Planning, Transport and Economic Strategy was £51,961,000 (including the planned use of balances). Since the original budget was approved we have reduced our need for funding from the virtual bank so that £705,000 has been recalled and there have been budget adjustments of £74,000. Therefore the 2005/06 budget for the service is now £51,330,000.

2005/06 Final Out-turn Spending

- 6.2 The total net overspend for the year on items within the Service's control is £174,000.

Table 1: Out-turn Spending 2005/06	£000	£000
Original Budget - Net		51,961
Recall of Virtual Bank Advance		(705)
Adjusted for:		
Carry forward from 2004/2005	(530)	
Notional asset Rentals	(1,127)	
Virtual Bank fund for Decriminalisation	1,040	
PSA reward for Waste Management	493	
London 2012 Games	50	
Street advertising	100	
Modernisation costs	141	
Vehicle Capital Financing	(112)	
Other adjustments	19	
Total Adjustments		74
Revised Budget		51,330
Actual Net Spending		51,504
Overspend (against revised budget)		174

- 6.3 The principal item, specific to the scope of this committee, which contributed to the overspend is Eliot Park Innovation Centre (EPIC). This was handed over to WCC in March 2005, 2005/06 was the first year of operation and it is taking time to fill the units. However, results so far are on track with the business plan and once up to full capacity the revenue deficit incurred will be more than offset by rents/surpluses in future years.

Comparison with the 2005/06 Provisional Out-turn

- 6.4 The service last reported the expected outturn position to Cabinet as part of the corporate 2005/06 Provisional Outturn report on 2nd February 2006. At this time the service was predicting an overspend of £470,000. The actual overspend of £174,000 therefore represents a £296,000 improvement in the service's position.

	Provisional Outturn as reported on 2nd February 2006 £000	2005/2006 Final Outturn £000
Waste Management	78	(201)
Strategic Services	0	155
Regeneration & Economic Development including EPIC	196	114
Performance Management	(215)	(213)
Strategic Business Project	164	164
Community Services	20	36
Transport Planning	(15)	(334)
Decriminalisation	(145)	(70)
Warwickshire Engineering	60	306
Other Variations	185	199
Bishopton Park and Ride	142	174
Decriminalisation – Virtual Bank	0	0
Speed Workshops	0	(156)
Total	470	174

- 6.5 The reduction in the actual overspend of £296,000, between the provisional and final outturn is the net effect of Regeneration and Economic Development staff vacancies and reduced project expenditure and the better than expected results for Waste Management and Transport Planning.
- 6.6 Within Regeneration and Economic Development, the final outturn of £114,000 overspend reflects the position of EPIC less the savings referred to above.

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 section provides details on specific consultations, outcomes and actions taken during 2005/06. The department continues to make effective use of consultation with both the public and partner organisations 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

- 2.1 The main consultation activities related to this Committee are listed below. It gives an overview of public consultation carried out, what priorities and areas of concern the public have raised, how this information has been used and the actions taken as a result.

Title	Purpose	Start Date	Methodology	Corporate Objective
Camp Hill Community Survey	Part of the external final evaluation	October 2005	Postal Questionnaire via the monthly newsletter	Develop and maintain a vibrant local economy
World Class Stratford	To gauge public opinion on the Vision	2005	To be decided	Develop and maintain a vibrant local economy
Bayton Road Industrial Estate Business Improvement District (BID)	Next phase of BID development	During 2006	Meetings, Literature	Develop and maintain a vibrant local economy
Whittleford Park Master Plan	Development of Plan for implementation of improvement scheme	Summer 2005	Postal Questionnaires Presentations	Develop and maintain a vibrant local economy
Bedworth Heath Environmental Master Plan	Development of Master Plan	Summer 2005	Door to Door questionnaires Group visits	Develop and maintain a vibrant local economy

3. Messages from Consultation and Actions

Camp Hill Community Survey 2005

- 3.1 A seven year social regeneration programme has been in place in Camp Hill since 1999, partly funded through Advantage West Midlands and the European Regional Development Fund.
- 3.2 ERS Consultants appointed by Pride in Camp Hill and working closely with local residents, completed a comprehensive Final Evaluation of the Single Regeneration Budget (SRB) programme at the end of 2005 and into 2006. This work included a Community Survey. The results of the SRB Final Evaluation identified the following key priorities for the future:-
- (i) Reducing crime and the fear of crime and anti-social behaviour, work with young people.
 - (ii) Independent advice and support for residents through the regeneration programme.
 - (ii) Continued skills training and employment support.
- 3.3 Full details are available from Pride in Camp Hill, Camp Hill Community Office, Ramsden Avenue, Nuneaton CV10 9EB (024 7639 9093). The Pride in Camp Hill website (www.prideincamphill.co.uk) will also give a general update on the progress with this community regeneration initiative for Nuneaton.

World Class Stratford

- 3.4 World Class Stratford embraces the Stratford Waterfront Masterplan which was widely consulted upon three years ago, and adopted policy at Stratford District Council (SDC) and WCC. The scope of interest has since extended to include the rest of the town, and a Vision has been developed with stakeholder groups, facilitated by SDC. That vision is about to be consulted upon with information in key locations around the town, a questionnaire, and information in the local press. The vision will inform an Urban Design Framework, the contract for which has been let to Urban Practitioners a London based urban design practice. Initial findings are to be reported to a public stakeholder group in June and work will continue until the end of the year.

Bayton Road Industrial Estate Business Improvement District (BID) Feasibility

- 3.5 The Bayton BID feasibility is complete and the development phase underway, this will include consultation with the business community, market research, business planning, electoral campaign and all work leading to the vote. It is anticipated that the vote will take place during Spring 2007.

Whittleford Park Master Plan

- 3.6 Whittleford Park is a 43 hectare green space sited between the communities of Camp Hill and Stockingford. Part of the site was previously used as brickworks. Despite hosting a series of environmentally valuable habitats and features, the site is regarded by much of the local community as little more than wasteland and suffers from general neglect.
- 3.7 Sustainable Neighbourhoods, in conjunction with NBBC (landowner), are carrying out a phased programme of improvement works to the Park. To date, those completed include:-
- (i) 200 tonnes of rubbish cleared from site (Gorse Valley and main Whittleford Park).
 - (ii) 2 chest high motorcycle barriers replaced with new A-frames.
 - (iii) 2 flights of steps, with handrail and associated footpath, installed (Acacia Road).
 - (iv) 1 flight of steps repaired - missing risers installed (Gorse Valley).
 - (v) 300 metres of 1.8m security fencing installed (Clay Pool and Hamilton Court).
 - (vi) 2 x access gates installed (Clay pool and Vale view).
 - (vii) 1 rail way bridge re-painted with anti-vandal paint.
 - (viii) 40 kg of wildflower seed (hedgerow mixture) sown.
 - (ix) 100m of hedging planted.
 - (x) 5m trip rail installed.
 - (xi) various footpaths across the site have had pot holes filled with hard core.
- 3.8 In order to help tackle the problem of no identity an artist was commissioned, in November 2005, to work with the local community and design some feature entrance points. Following 6 workshops the artist came up with 3 different designs. These were then exhibited for people to see and a vote was taken to choose which one to use and further develop.
- 3.9 As a result of these designs 3 entrance points have been commissioned and are currently being fabricated. They are due for installation at the end of June 2006.
- 3.10 Work is now being carried out to identify the next phase of works with the final part of the funding. This will be done via two events which are due to take place in July/August 2006 to launch the new entrance points.

- 3.11 For further information on the work carried out, the entrance designs or future work please contact Catherine Bower, Environmental Action Co-ordinator, Building Sustainable Neighbourhoods on 024 7635 0631 or catherinebower@warwickshire.gov.uk

Bedworth Heath Environmental Master Plan

- 3.12 Bedworth Heath Environmental Master Plan was finalised and published in December 2005. Using capital funding received from Advantage West Midlands (£200,000) Building Sustainable Neighbourhoods have carried out a number of improvement works in Bedworth Heath, as identified by the Master Plan.
- 3.13 Consultation took place prior to implementation of 2 key schemes:-
- (i) Oakley Court Improvement works.
 - (ii) Heath Avenue Improvement Works.
- 3.14 The results influenced the final plans and implementation took place in March/April 2006. These included:-
- (i) 1 x security gate installed to secure a site (pylon Site, Newcomen Road).
 - (ii) 1000m² site cleared of rubbish/fly tipping (2 x skips) (pylon Site, Newcomen Road).
 - (iii) 8 trees planted (3m high) (Oakley Court and Heath Avenue).
 - (iv) 1 x motor cycle barrier installed (Heath Avenue alleyway).
 - (v) 2 x litter bins installed (Oakley Court).
 - (vi) 856m² of paths/parking areas have been re-surfaced (Oakley Court and Heath Avenue).
- 3.15 Work is currently taking place on Newdigate Recreation Ground, in conjunction with Nuneaton and Bedworth Borough Council, following consultation in February 2005. This is due to be completed in July 2006.
- 3.16 The next phase of work is now being planned and consultation on this is likely to take place in June/July 2006.
- 3.17 For further information on the work carried out or future work please contact Catherine Bower, Environmental Action Co-ordinator, Building Sustainable Neighbourhoods on 024 7635 0631 or catherinebower@warwickshire.gov.uk

Chapter Three – Complaints

1. Introduction

- 1.1 Any expression of dissatisfaction about 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.
- 1.2 All groups within PTES monitor numbers of complaints and track trends, raising any issues with 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.
- 1.3 The table below shows three years full year outturn results for the total number of complaints received by all PTES services. Complaints are recorded showing the proportional breakdown between directly delivered services and contractor delivered services. The distinction between complaints made against contractors performing a service on behalf of PTES, over whom we do not have direct, day-to-day control, is made specifically for contract management purposes.

Year	Complaints Full Year	Contractor delivered services	In-House delivered services
2005/06	326	151	175
2004/05	584	301	283
2003/04	461	258	203

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
2005/06	67	82	124	30	23
2004/05	116	206	205	43	14
2003/04	84	195	127	54	1

During 2005/06 PTES recorded 326 complaints, a decrease of some 44% since 2004/05. **PTES has not received any complaints during 2005/06 that are specific to the remit of this Committee.**


JOHN DEEGAN
Strategic Director for Environment and Economy
Shire Hall
Warwick



28th June 2006



Economic Development Overview and Scrutiny Committee – 11th July 2006




Planning, Transport and Economic Strategy Report – Full Year 2005/06


Details of Departmental Actions/Tasks at Blue or Green Status at 31st March 2006



Reference	Action	Timescale	Full Year out-turn	Status
	Promote the economic regeneration of Warwickshire – increase employment opportunities and employment potential of Warwickshire residents			
CBP	<p>Reduce inequalities in Nuneaton and Bedworth through the implementation of the Building Sustainable Neighbourhoods (BSN) Project and other initiatives by:</p> <p>Supporting projects which create five new jobs and safeguard five others.</p> <p>Assisting 10 new community enterprises/community projects.</p> <p>Completing phase three of Bedworth Heath Community Centre refurbishment.</p>	31/3/06	Please see commentary below.	
	<ul style="list-style-type: none"> • 6.5 New community based jobs were created during FY2005/6 as a direct result of BSN intervention. A further 1.7 jobs were safeguarded. • A total of 42 Community Enterprise Assists/ Business Assists/Community Projects Supported were achieved over the Financial Year. • Phase 3 of the Bedworth Heath Community Centre Refurbishment will be fully handed over on April 30. The new Children's Centre (the major part of Phase 3) is however complete and staff are operating out of their new premises. Bad weather has resulted in the final completion being put back from the original contracted completion date of March 10th. 			




Reference	Action	Timescale	Full Year out-turn	Status
CBP	<p>Progress the implementation of the Pride in Camp Hill project, in particular:</p> <p>Complete 50 more dwellings on the Phase 1 housing development and environmental improvements to the Dingle open space.</p> <p>Achieve detailed planning permission for Phase 2 - Village Centre and start construction work on the Community Buildings.</p> <p>Complete Phase 2 of the Midland Quarry Access road and get the road(s) adopted by WCC.</p> <p>Agree and act upon the Residents' Forum Action Plan.</p>	31/3/06	<p>All now complete.</p> <p>Detailed Planning Permission for Community Building in place and work has started on site and progressing.</p> <p>All now complete.</p> <p>All now complete.</p>	
CBP	<p>Provide support to the farming and food industry through the changes facing the rural economy by:</p> <p>Working with partners in the Rural Forum and the Warwickshire Rural Hub hold 6 events to support diversification, market development and competitiveness.</p>	31/3/06	<p>Events have included: .Tourism, Food Marketing, Green Futures (4), Entrepreneurship, Business planning, Rural Energy Trust visit, IT (Summit Computers), Equine(2), Waste (attracted 97 delegates), Alternative crops. This has been a busy and successful year for the partnership of the Hub and Forum.</p>	

Reference	Action	Timescale	Full Year out-turn	Status
CBP	<p>Support new businesses and quality jobs in Nuneaton and Bedworth.</p> <p>Review the success of the Eliot Park Innovation Centre and consider the need for further similar initiatives.</p>	31/03/06	13 companies located at the centre. with evidence of steady growth and take up. There continues to be an undersupply of flexible work spaces and further investigation is needed to identify opportunities and funding to expand the supply of incubation.	
	<p>Support 20 businesses through the Strategic Business Support Package at the Hub Resource Centre in Bedworth.</p>	31/03/06	<p>We achieved 10 full business assists, which is 50% of our original target. At the mid point of the year we changed our focus to concentrate on increasing the number of people trained at the Hub aiming for a target of 5 Learning Opportunities completed. Each Learning Opportunity is 30 hours of training for an individual. This is a similar target in that the people trained are employed by the companies. We wanted to focus more on the individual. We achieved 11 Learning outputs by year end.</p>	

Reference	Action	Timescale	Full Year out-turn	Status
CBP	<p>Supporting rural services in villages and small market towns: Working with partners, from existing budgets, provide advice to 20 village shops/communities.</p> <p>Contribute to at least one new project in each of the six active small market towns.</p>	31/03/06	<p>28 village shops supported.</p> <p>4 projects supported (in Alcester, Shipston and 2 in Southam), and support given to market town coordinators in Atherstone, Polesworth and Coleshill.</p>	 
CBP	<p>Secure inward investment to deliver quality jobs by working with partners to promote investment in Warwickshire via at least four national and international events, focussing on the Regeneration Zone, town centres, performance engineering and knowledge based industries. We are working with AWM and other sub regional partners on developing the Ansty site near Rugby and land at Fen End near Warwick. Feasibility work led by Warwick and Coventry Universities is being undertaken to explore a medipark proposal at Ansty and Fen End has been identified as a prime site to develop a home for motorsport and performance engineering in the region.</p>	31/03/06	Please see commentary below.	

Reference	Action	Timescale	Full Year out-turn	Status
	<p>During 2005/06 Warwickshire Investment Partnership (WIP) received 1009 enquiries, this exceeded our target of 1,000. The team have helped to secure 67 new investments for Warwickshire which exceeded our target of 57. These investments have created 131 new jobs and safeguarded / relocated a total of 263.</p> <p>WIP have attended the following national and international events/exhibitions – MIPIM (international property and development show), Performance Racing Industry (PRI), Autosport and the Historic Motorsport Show.</p> <p>The Ansty site was promoted by WIP at MIPIM. A feasibility study has been undertaken to explore the potential of a medipark at the Ansty site.</p> <p>WIP are supporting the Fen End development. The Prodrive (Fulcrum) planning application has been submitted. WIP see the Fen End site as a prime location for inward investment which will create 750 new jobs.</p>			
CBP	<p>Progress Rugby Business Improvement District (BID) and extend the concept to further Town Centres and to industrial estates:</p> <p>Secure a 'yes' BID vote in Rugby and complete two added value projects.</p> <p>Agree a programme of further Town Centre BIDs development with partners.</p> <p>Take the Bayton Road Industrial Estate BID forward. Aim to complete the Business Plan by June 2006.</p>	31/3/06	Please see commentary below.	

Reference	Action	Timescale	Full Year out-turn	Status
	<ul style="list-style-type: none"> • BID Secured a Yes Vote in Rugby Town Centre, the announcement was made 1st October 2005. .The Rugby BID had the highest levy of the UK pilots and has set a precedent for smaller town centres with lower rateable values. .The BID will generate £4m over a 5 year period and is being delivered and managed by the Rugby BID Company (WCC as partner). The services include a new state of the art CCTV system, Town Centre rangers (meeters and greeters, business support coordination with the police), cleansing team and a major marketing campaign. • Future BIDs programme includes BIDs feasibility and development underway in Stratford and Leamington with other towns under consideration. WCC organised a successful BIDs conference in February and is currently developing further training to aid BIDs development across Warwickshire. • For Bayton Road a working party has been established, feasibility work complete and BID development underway. If a decision is made to go forward with the project then we are aiming to go to a vote Spring 2007. 			
CBP	Deliver projects to help local people to find local jobs by securing continuation funding for the PEP and Recruitment NOW projects.	31/08/05	Continuation funding for PEP (including Recruitment Now which is now incorporated into PEP) is secure for at least the next 18 months. Monies secured from external parties such as the Borough councils and Warwickshire Careers service.	
CBP	<p>Provide community vocational training:</p> <p>Secure continuation funding for the Regeneration Zone Opportunity Centre in Nuneaton and engage with at least 130 new learners of whom 105 will obtain units towards a vocational qualification.</p> <p>Develop a similar centre to meet vocational training needs for the construction industry in Rugby.</p>	31/03/06	Please see commentary below.	

Reference	Action	Timescale	Full Year out-turn	Status
	Continuation funding for the Regeneration Zone Opportunities Centre also secured from external parties such as Coalfield Regeneration Trust. Expansion to the sites facilities offered also funded through external parties, e.g. AWM and North Warwickshire College. 148 new learners started course last year of whom 118 will obtain units towards a vocational qualification. The new Rugby Opportunity Centre was formally opened in March 2006 – funded from a variety of sources including Rugby Borough Council, WCC, Rugby Benevolent Fund and the Rugby Well-being Fund.			
CBP	<p>Increase business opportunities through providing additional managed business space.</p> <ul style="list-style-type: none"> Complete the extension of the Sir Frank Whittle Business Centre (SFWBC) in Rugby. 	31/03/06	SFWBC Phase 3 completed December 2005	
CBP	<p>Support business competitiveness through targeted training and advice.</p> <p>Give advice on meeting new environmental legislation and improving performance through 8 seminars and 30 business assists.</p> <p>Give specific business support and advice to 50 tenants in the County Council's managed workspaces.</p>	31/03/06	<p>We have held 8 seminars at which there has been a total of over 200 attendees from all areas within Warwickshire. In addition, advice has been provided to 57 companies.</p> <p>Achieved. Seminars held at WCC Business Resource Centres and visits made to tenant companies.</p>	 
CBP	<p>Support tourism in the sub-region:</p> <p>With partners develop and agree a sub-regional action plan based on the Visitor Economy Strategy.</p>	31/03/06	Content of action plan agreed by Visitor Economy Forum (VEF) in Nov 05 subject to amendment to include VEF priorities when finalised.	