

AGENDA MANAGEMENT SHEET

Name of Committee Environment Overview and Scrutiny Committee

Date of Committee 14th September 2006

Report Title Planning, Transport and Economic Strategy Performance 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.

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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 K Browne } for information
Councillor Mrs E Goode }
Councillor Mrs J Lea }

Cabinet Member Councillor M Heatley – 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

**Environment Overview and Scrutiny Committee –
14th September 2006**

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

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





Recommendation

The Environment 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 Warwickshire County Council (WCC) Performance Management Framework.
- 1.3 Previously, the traffic lighting of performance indicators targets, milestones and trends was given with Red, Amber and Green alerts. These had the following meaning:-
 - (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 under the new system 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 report for PTES is set 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) 68% of key objectives have been achieved for 2005/06.
 - (ii) Regarding customer care standards –
 - (a) 93% of telephone calls were answered within 15 seconds; this figure has been the same for several years.

- (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 by PTES during 2005/06, 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.

Environment and Economy Performance Report for Full -Year 2005/06

Appendix 1 – Departmental actions/tasks blue and green status at full year

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Appendix 1 – Departmental actions/tasks blue and green status at full year

Appendix 2 – Departmental actions/tasks not at blue or green status at year end

Chapter One – Performance Results

1. Introduction

- 1.1 This section describes the PTES Department's 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 is a full year report providing full year performance outturn of the department against two Corporate Objectives:

'Improve the environment'.

- (i) Reduce crime and improve the safety of the community'.

'These Support the Achievement of the WCC Medium Term Priorities.

- (i) Improve the County Council's leadership role in environmental improvement and sustainability.
- (ii) Promote and implement transport policies and targets which balance the needs of people, businesses and the environment.
- (iii) Minimise household waste and increase rates of recycling and composting.
- (iv) Reduce road casualties so as to improve community safety.
- 1.3 The supporting Departmental Objectives are:-

'Improve the Environment' by:-

- (i) Developing the county council leadership role in sustainability.
- (ii) Promoting and implementing transport policies which meet the needs of people and businesses, improves opportunities for all, and produces a better, safer and healthier environment.
- (iii) Managing the highway network in a manner which increases safety, meets the needs of all users, and maintaining its condition and asset value.
- (iv) Minimising household waste and increasing rates of recycling and composting.

'Reduce Crime and Improve the Safety of the Community' by:-

- (i) Road casualty reduction.

(ii) Increasing/improving street lighting.

(iii) Highway design.

1.4 The department also contributes to the remaining four Corporate Objectives:-

(i) Develop and maintain a vibrant local economy which promotes employment and prosperity for all.

(ii) Ensure sound governance of the County Council to provide accessible, responsive and well-managed services.

(iii) Promote lifelong learning and personal development.

(iv) Promote the health and social care of our citizens.

And the corresponding Medium Term Priorities.

1.4.1 This report also includes full year out turn for measurable performance against Corporate Headline Indicators and Departmental Key Performance Indicators.

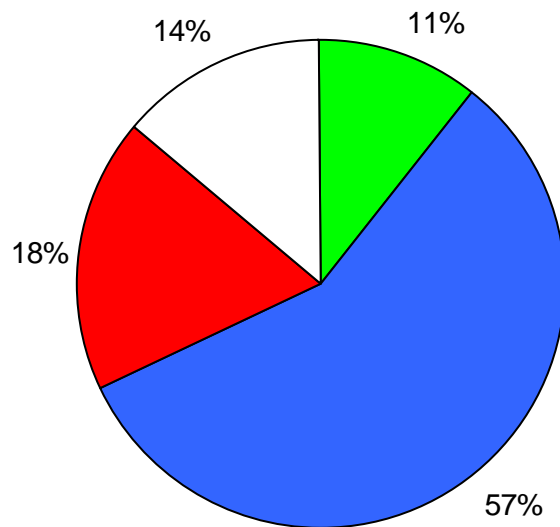
1.4.2 A similar report is being submitted to the Economic Development Overview and Scrutiny Committee relating to its area of responsibility.

2. Summary of Performance for 2005/06

2.1 The associated actions/tasks are reported annually and the tables below summarise Environment and Economy full year performance against planned objectives and targets. Comparison of performance regarding achievement of objectives with 2004/05 is not possible due to the change in the tolerances during the year.

Objectives/Priorities	Number of actions/tasks	Alert	% of total
Met ahead of the target date	7		11%
Met or delayed by less than 2 months from the target date	37		57%
Not achieved or delayed by more than 2 months from the target date	12		18%
Deferred or superseded	9		14%

Performance of Objectives / Priorities

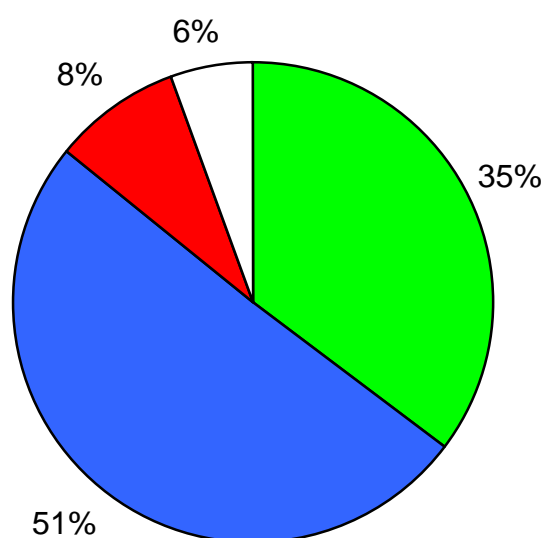


- | |
|---|
| ■ Met ahead of the target date |
| ■ Met or delayed by less than 2 months from the target date |
| ■ Not achieved or delayed by more than 2 months from the target date |
| ■ Deferred or superseded |

2.2 Comparison of performance regarding achievement of outturn to target with 2004/05 is not possible due to the change in the tolerances during the year.

Key Performance indicators - Targets	Number of KPI's	Alert	% of total
Exceeded target by more than 2%	25	★	35%
Met within 2% more than target and 5% less than target	36	●	51%
Missed target by more than 5%	6	▲	8%
No target set	4	□	6%

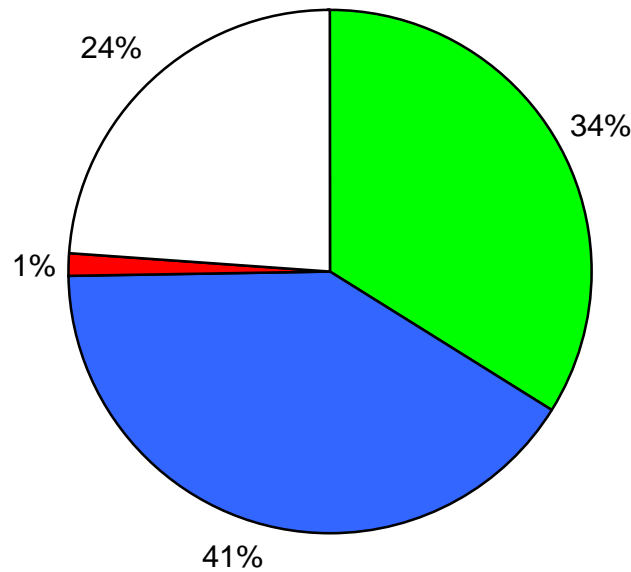
Performance Of Key Performance Indicators - Targets



- | | |
|--------------------------------------|--|
| ■ | Exceeded target by more than 2% |
| ■ | Met within 2% more than target and 5% less than target |
| ■ | Missed target by more than 5% |
| □ | No target set |

Key Performance indicators - Trends	Number of KPI's	Alert	% of total
Continuous improvement over last 3 years	24	★	34%
Flat/fluctuations above and below target, or some improvement but not yet consistent (i.e. only up to 2 years worth of trend data)	29	●	41%
Reverse trend to the aim of the indicator	1	▲	1%
Only current value available	17	□	24%

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 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 were completed by 31st March 2006 and are therefore at blue or green status. PTES successfully delivered 57% (blue) of planned actions for 2005/06 and have exceeded target (green) on a further 11%.

Appendix B provides details of actions/tasks within the departmental service plan 2005/06 not classified as blue or green at 31st March 2006.

3.2 Of the 65 high level actions which PTES planned to deliver during 2005/06 they successfully delivered 68% with the remaining being part 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 the delay

Performance Against Key Performance Indicators

Key:

Target status against Key Performance Indicators		Trends 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
			Only current value available

Points to note:-






1. The tolerances identified above have been amended since the original targets were set
2. The estimated outturns for some of the suite of indicators for household waste are slightly below target:-
 - (i) Household waste recycled (ref: 82a i) – Due to a reduction in the number of outlets for recycling of wood it is estimated that we will fall slightly short of the target for 2005/06.
 - (ii) Household waste energy recovery (ref: 82c i)– The incinerator at Coventry has not been working to capacity resulting in an estimated 2.43% short fall on the year end outturn.












Key performance Indicators:-

Key: H= high is good
L = low is good

BVPI= best value performance indicator
LTP= local transport plan
CPA = CPA indicator







LPSA= local public service agreement
CHI= corporate headline indicator

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/ Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
Improve the Environment									
Planning									
CHI 41 BVPI 106 (H)	Percentage of new homes built on previously developed land (PDL) The target is a national target of all development between 1996 – 2008 on PDL	55.00%	61.6%	60.00%	68.0%			Not applicable	Local targets not set. The 60% county target is set by central government. Districts report on the monitoring of housing development on an annual basis. PDL development depends on windfall applications
BVPI 109a (H)	Percentage of major planning applications determined within 13 weeks (government target 60%)	83.30%	78.1%	70.00%	70.60%			Not applicable	
BVPI 200a	Local Development Scheme (LDS) submitted by 28 March 2005 and 3-year rolling programme maintained			Yes	Yes		<input type="checkbox"/>	Not applicable	
BVPI 200b	Milestones within the current LDS successfully met			Yes	Yes		<input type="checkbox"/>	Not applicable	
BVPI 200c	Plan-making Monitoring report			Yes	Yes		<input type="checkbox"/>	Not applicable	
BVPI 111 (H)	Planning applicants satisfied with service	100.0%							This survey is carried out on a triennial basis
Waste									
CHI 46 (H) BVPI	Percentage of the total tonnage of household waste arising which	21.5%	27.62%	30.0%	29.89%			Not applicable	CPA upper threshold is 25%

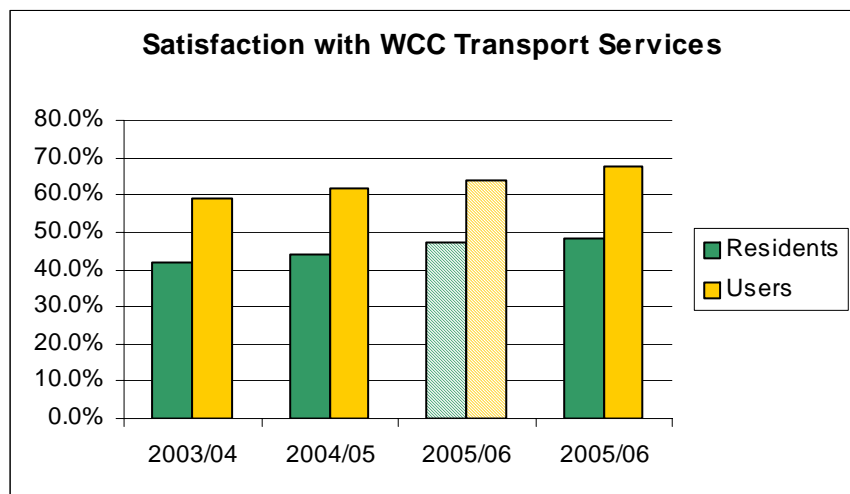
Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
82a+b CPA	have been recycled and composted								
BVPI 82a i (H)	Percentage of household waste (recycled)	13.26%	13.82%	14.40%	14.50%			Not applicable	
BVPI 82a ii (H)	Tonnage of household waste (recycled)			42.40k	41.87k		<input type="checkbox"/>	Not applicable	
BVPI 82b i (H)	Percentage of household waste (composted)	8.25%	13.80%	15.60%	15.40%			Not applicable	The dry winter and the late spring has meant that there has been an effect upon the amount of material available for composting
BVPI 82b ii (H)	Tonnage of household waste (composted)			46.0k	44.47k		<input type="checkbox"/>	Not applicable	
BVPI 82c © (H)	Percentage of household waste (energy recovery)	2.74%	3.75%	7.13%	4.90%			Not applicable	The incinerator has not been running to capacity which has an effect upon this indicator and also an effect upon the landfill indicator as the less incinerated the more waste that is sent to landfill
BVPI 82c ii (H)	Tonnage of household waste (energy recovery)			21.00k	14.14k		<input type="checkbox"/>	high	
BVPI 82d © (L)	Percentage of household waste (landfilled)	75.75%	68.63%	62.87%	65.21%			Not applicable	
BVPI 82d ii (L)	Tonnage of household waste (landfilled)			185.28k	188.39k		<input type="checkbox"/>	Not applicable	
Local (L)	Maximum tonnes of biodegradable waste landfilled			141,000	136,000		<input type="checkbox"/>	Not applicable	Partly due to reductions in waste and increased composting.

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
CHI 47 (L) BVPI 84 a CPA	Number of kilograms of household waste collected per head	519.0	557	544.0	549.6			Not applicable	CPA thresholds are 575 and 485
BVPI 84 b (L)	Household waste collected (percentage change in kilograms per head)	-3.0%	+7.12%	-2.33%	-1.15%			Not applicable	
BVPI 87 (L)	Municipal waste disposal costs	£31.13	£30.81	£34.05	£36.28				Waste tonnages are down which inevitable means a higher rate per tonne. Additionally the method of calculating overhead distribution has been adjusted.
BVPI 90 [©] (H) CPA	Satisfaction with civic amenity sites	74.0%	82.3%	80.0%	80.8%			Not applicable	CPA thresholds are 70% and 84%
Transport and Highways									
CHI44 a+b (H)	Public satisfaction with maintenance of: (a) Footways and pavements (b) Rural road surfaces	30	40	57 by 2010	49			Not applicable	These scores were taken from the Public Satisfaction Survey 2005.
		26	38	54 by 2010	49			Not applicable	
CHI 48a (L) BVPI 96 (BVPI 223 2005/06) LTP	Percentage of network with 'limited remaining life' for PRINCIPAL roads	6.90%	27.79%	27.80%	5.00%				This will be the second year of reporting A road condition using SCANNER. However, the results are not comparable as the calculation of the results have changed. The results now indicate the percentage of roads in URGENT need of treatment.
CHI 48b (L) BVPI 97a (BVPI 224 2005/06) LTP CPA	Percentage of network with 'limited remaining life' for NON-PRINCIPAL classified roads,	18.20%	17.72%	16.50%	9.00%				This is the first year of reporting B and C road condition using SCANNER data. This new survey indicates the percentage of roads in URGENT need of treatment.
CHI 48c (L) BVPI 97b	Percentage of network with 'limited remaining life' for UNCLASSIFIED roads,	18.50%	14.94%	16.50%	14.60%			Not applicable	The condition of the unclassified network will continue to be measured using CVI. Results

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/ Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
(BVPI 224 2005/06) LTP CPA									indicate a slow but steady improvement.
BVPI 187 (L) LTP	Condition of surface footway	76%	34.8%	31.5%	34.36%				CPA thresholds 38% and 18%
BVPI 100 (L)	Number of days of traffic controls, or road closure, on traffic sensitive roads, caused by road works, per km of traffic sensitive road	0.05	0.085	0.38	0.1069			Not applicable	
CPA	Progress with LTP	above average	average		fair/promising				CPA thresholds are weak / excellent
CPA	Intervention by Secretary of State under Traffic management powers		none	none	none			Not applicable	CPA upper threshold is none
CHI 42 (H) LTP	Percentage of residents satisfied with WCC transport services	42.0%	45.5%	47.0%	48.5%			Not applicable	
CHI 43 (H) LTP	Percentage users satisfied with WCC transport services	59.0%	62.6%	64.0%	67.7%			Not applicable	
CHI 45a+b (L) LTP	Percentage of children travelling to and from school by car for (a) Primary b) Secondary	50.0%	49.0%	46.0%	49.0%			Medium	
		21.0%	21.0%	17.0%	23.0%			Medium	
BVPI 102 (H) LTP	Passenger journeys on buses per year	14.5m	11.16m	11.3m	11.7m			Not applicable	
BVPI 103 (H)	Percentage residents satisfied with the local provision of public transport information	45.0%	48.7%	50.0%	56.9%			Not applicable	

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
BVPI 103 (H) CPA	Percentage residents satisfied with the local provision of public transport information – USERS ONLY	62.8%	63.8%	65.5%	75.3%			Not applicable	CPA thresholds are 62% and 72%
BVPI 104 (H) LTP	Percentage residents satisfied with local bus service	46.9%	47.9%	49.0%	50.2%			Not applicable	
BVPI 104 (H) LTP, CPA	Percentage residents satisfied with local bus service – USERS ONLY	53.3%	58.4% +/- 3%	56.0%	57.7%			Not applicable	CPA thresholds are 56% and 67%

Transport Services

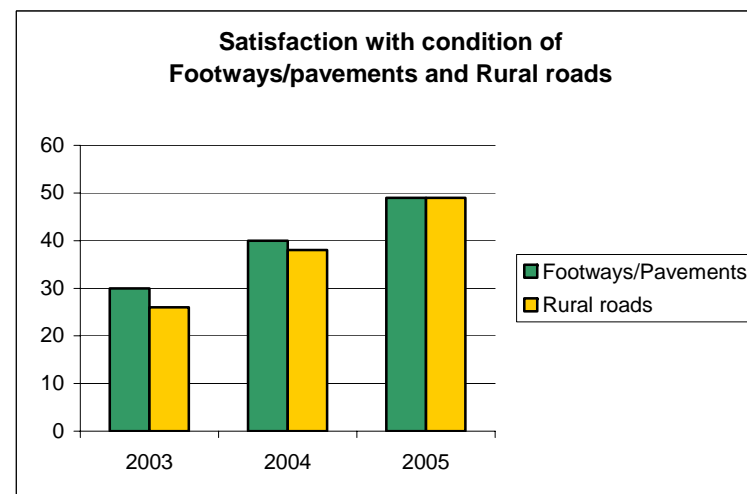


Striped column is target

Corporate Headline Indicators (CHI) 42 and 43 - Satisfaction with WCC Transport Services - are taken from the Public Satisfaction Survey, measuring all respondents and those who state they are users of the services. The definition of Transport Services incorporates public and school transport services, highway maintenance, street lighting, road and traffic management schemes and road safety education. The 'user' result is always higher than the respondent result.

The two Best Value Performance Indicators (BVPI's) in this area are satisfaction with provision of local transport information and satisfaction with the local bus service. The results for these are improving, scoring 57% and 50% respectively; unfortunately we do not currently have nationally comparable data but our results are travelling in the right direction.

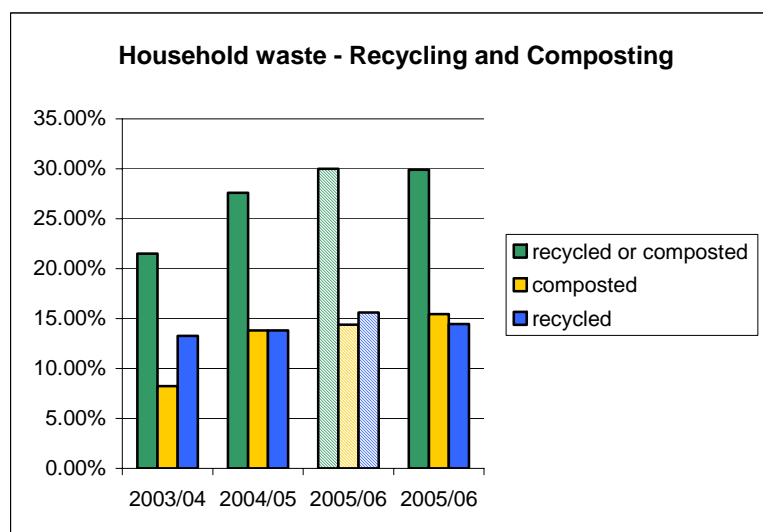
Highway Maintenance



The graph above shows a steady growth in public satisfaction with the condition of footways and rural roads. The satisfaction results above are satisfaction scores and taken from the Public Satisfaction Survey 2005.

We cannot use the BVPI results for highway maintenance as the methodology has changed and therefore is not providing data which is comparable. However, BVPI 187, condition of surface footway is also showing a steady improvement.

Household Waste Management



Striped column is target

The targets for recycling and composting waste disposal have been achieved this year. In addition to recycling and composting shown above, 4.90% of waste collected was used to recover heat, power and other energy sources, while 65.21% of waste was land filled.

Biodegradable municipal waste landfilled in 2004/05 was 143,100 tonnes. Our target for 2005/06 was 141,000 tonnes and the outturn was 136,000 tonnes. Our statutory target for 2009/10 is 113,495 tonnes and achieving this reduced level of landfilling will be a challenge.





Warwickshire County Council is planning to increase recycling and composting rates to 31% by 2007/08 to contribute to stringent EU landfill diversion targets for biodegradable waste.

During 2005/06 waste tonnages reduced by 0.5%, which is encouraging. The main disappointment in 2005/06 was that the Coventry Waste to Energy Plant was not able to take as much of our waste as planned due to problems with the plant. As a result we only delivered 14,045 tonnes rather than the budgeted 21,000 tonnes.

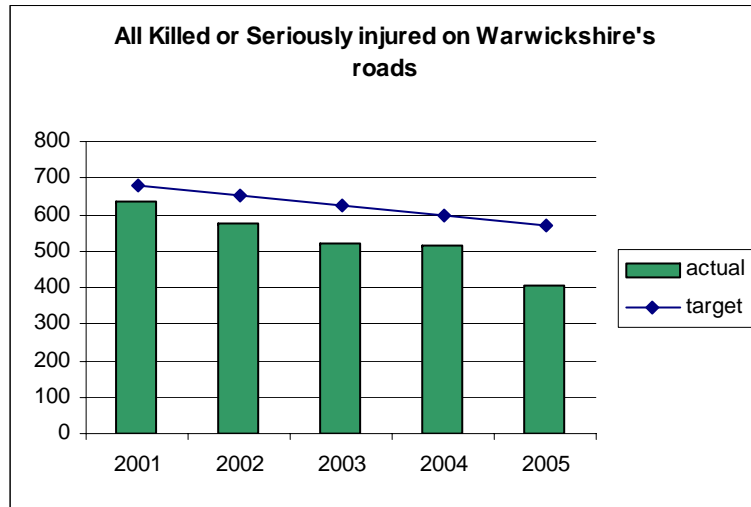
The Council has become far more proactive in introducing schemes to reduce the amount of waste in both our domestic and corporate waste streams. It has also started to recycle more of its own waste. During 2005/06 WCC offices throughout the County recycled a total of 198 tonnes of material including paper, glass and cans.

WCC has supported the set up of a white goods refurbishment scheme at Onley Prison with the support of local furniture re-use groups. The project started in September 2005. In the initial seven months 28.84 tonnes of waste goods (2025 items) have been collected and 6.14 tonnes (719 items) have been delivered to charitable institutions.

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/ Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
Road Safety									
BVPI 99a (i) (L)	Number of people killed or seriously injured (KSI) in road traffic collisions (National Government casualty reduction target for 2010 based on average base years 1994-98)	518	514	568	406	★	★	Not applicable	Road casualties are subject to annual fluctuations which cannot be predicted. For example, 2005/06 is considered to have been a particularly good year – which is unlikely to be sustained.
BVPI 99a (ii) (H)	Percentage change in the number of people KSI in road traffic collisions since the previous year	9.7% reduction	0.77% reduction	4.0% reduction	21.0% reduction	★	★	Not applicable	
BVPI 99a (iii) (H) LPSA 2 CHI	Percentage change in the number of people KSI in road traffic collisions since the 1994-98 average	27.0% reduction	27.6% reduction	20.0% reduction	42.8% reduction	★	★	Not applicable	
CPA E 12	Reducing Killed Seriously/Injured road casualties (The PI is calculated as the average of three most recent years).	577	533		479	★	★		
BVPI 99b (i) (L)	Number of children (aged under 16 years) killed or seriously injured (KSI) in road traffic collisions	41	50	52	30	★	●	Not applicable	
BVPI 99b (ii) (H)	Percentage change in the number of children (aged under 16 years) KSI in road traffic collisions since the previous year	10.8% reduction	21.9% increase	5.0% reduction	40.0% reduction	★	●	Not applicable	
BVPI 99b (iii) (H)	Percentage change in the number of children (aged under 16 years) KSI in road traffic collisions since the 1994-98 average	40.5% reduction	27.6% reduction	25.0% reduction	56.5% reduction	★	★	Not applicable	
CPA (L)	Reducing slightly injured road casualties (3 year moving average)	2450	2442	2609	2446	★	●	Not applicable	Upper threshold for 2004/5 for WCC is 2609

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/ Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
BVPI 99c (i) (L)	Number of people slightly injured in road traffic collisions	2444	2485	2784	2410			Not applicable	
BVPI 99c (ii) (H)	Percentage change in the number of people slightly injured in road traffic collisions since the previous year	2.0% increase	1.67% increase	1.34% increase	3.01% reduction			Not applicable	
BVPI 99c (iii) (H)	Percentage change in the number of people slightly injured in road traffic collisions since the 1994-98 average	6.3% reduction	4.75% reduction	6.71% increase	7.6% reduction			Not applicable	
BVPI 165 (H) CPA	Pedestrian crossings with facilities for disabled people	91.0%	95%	96.0%	96.0%			Not applicable	CPA thresholds are 75% and 98%
BVPI 215a (L)	The average number of days taken to repair a street lighting fault, which is under the control of the local authority			5 working days (7 calendar)	6.97 days (calendar)			low	
BVPI 215b (L)	The average time taken to repair a street lighting fault, where response time is under the control of a distribution network operator (DNO)			28 working days	67.46 days			low	Energy Services (old EME/MGB) have a monopoly on street lighting dead service and faulty cut out repairs, nobody else is permitted to carry out this type of repair work. We targeted 28 days however, we not have power to enforce adherence to the target other than chase Energy Services as and when long delays occur or when a light not working causes a significant problem. The out-turn result is provided by Energy Services regarding completion dates .

Road Safety



Road casualty figures are based on calendar years. Targets are set on straight-line reduction from 2000-2010 working toward the National Casualty reduction target of 40% reduction for all killed or seriously injured, on the 1994-98 average baseline figure. The number of people killed or seriously injured on Warwickshire's roads has steadily fallen since 2000, and is lower than the target for 2010. However, road casualties are subject to annual fluctuations which cannot be predicted. 2005 is considered to have been a particularly good year – which is unlikely to be sustained.

The County is also on track to achieve its national targets regarding the number of children killed or seriously injured and the number of slight injuries.

Within Local Transport Plan 2 we have agreed to a 'stretching' target for Killed/Seriously injured – a 30% reduction based on the average of years 2001-04 by 2010.















Once again the work of the Warwickshire Casualty Reduction Partnership has delivered both speed and casualty reductions at camera sites.

In 2005, there were 74% fewer people killed or seriously injured at the cameras compared to the pre-camera baseline (1994-98 annual average) and 39% fewer than 2004. In real terms this means 60 people avoided serious injury or death last year as a direct result of the introduction of safety cameras. It brings the total reduction in the number of people injured at camera sites since Warwickshire Casualty Reduction Partnership was set up 4 years ago to 459







Coupled with the promotional campaigns, highway maintenance work and work with our partners to increase road safety, the Road Safety group also undertake educational work with schools.

The number of children who experience our 'Kerbside Training' programmes is continuing to increase, exceeding our target for 2005/06. We have trained 3500 children and visited 44 schools to deliver this training.

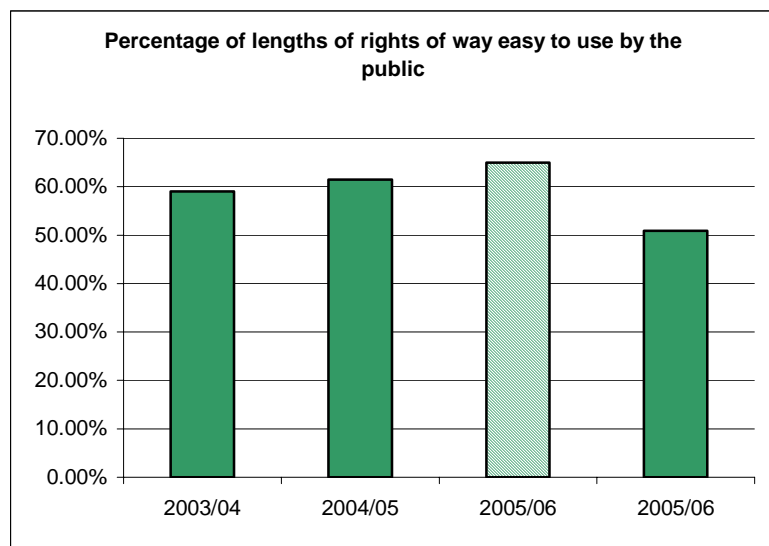
Since 2002/03 we have steadily increased the percentage of pedestrian crossings with facilities for disabled people from 87% to 96% this year. We aim for these facilities to be in place at 98% of crossings by 2006, which will also place WCC in the top threshold for CPA on this indicator.

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/ Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
Lifelong learning and personal development									
Local (H)	Infants receiving Kerbside training	500	1023	25% increase (1278)	242% (3500)			Not applicable	This is an exceptional result with 44 schools visited.
Local (H)	Increase in the number of hits on the road safety and Smile Camera website pages from base line 2004 of 140,911			10.0%	72.0%			Not applicable	
Local (H)	Environmental education – the number of children undertaking sessions	5430	6722	7500	9667			Not applicable	
Local (H)	Satisfaction of teachers with the Environmental Education		85%	90%	90%			Not applicable	
Local (H)	Implementation of the Eco-Schools Project in Warwickshire: Schools registered Schools achieving awards			10	Achieved			Not applicable	
Promote the health and social care of our citizens									
BVPI 178 (H)	Footpaths and rights of way easy to use by public	59.0%	61.5%	65.0%	50.9%			Low	Please see commentary below
	BVPI 178 Result is very disappointing. We always recognised that a 5% sample of paths could throw up a result outside of the +/- 5% confidence interval. Whilst we had our best ever Autumn survey (2.5% sample gave 63%) this didn't make up for the worst ever Spring survey, which was below 40%. The inconsistency in results can be attributed to the national BVPI methodology for data collection. It does not measure the extent to which it is possible to enjoy a walk or ride. The local Ramblers Association dispute the survey and believe we compare well with other authorities.								
BVPI 119 (e)	Percentage residents satisfied with parks and open spaces	75.6%	74.5%	Target not set	73.1%				
Local (H)	Percentage of users satisfied with country parks	82.0%	96.0%	85.0%	85.0%				

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
Local (H)	Number of visitors to country parks	713K	647k	620k	639.5k			Not applicable	The target has been achieved without an Easter bank holiday in this financial year.
Ensure sound governance to provide accessible, responsive and well-managed services									
Local (H)	Percentage services electronically available	85.0%	87.7%	100.0%	99.29%	We are unable to reach 100% as one of the transactions we are required to provide is an online public enquiry form. WCC has been advised that this is not within the interests of the authority. We have asked the ODPM to reconsider.			
Local (H)	Percentage of staff satisfied with their jobs	71.0%	64.0%	77.0%	N/A	The departmental survey has been replaced with the corporate survey – these questions are not included			
Local (H)	Percentage of staff receiving the necessary training and development to do their job effectively	65.0%	61.0%	77.0%	N/A				
Local (H)	Number of PC's replaced in the PC replacement programme	127	160	140	99			Not applicable	2005/06 estimate reflects a changed target.
BVPI 12 Local (L)	Percentage of days lost through absence Number of days lost per full time equivalent	4.4%	4.2% 6.9 days	3.9% 6.4 days	3.9% 6.4 days			Not applicable	
Local (H)	The number of accidents reports for work related injury and ill-health	73	54	54	36			Not applicable	
Local (H)	Percentage of revenue activity funded externally	25.0%	25.0%	32.0%	18.5%			medium	
Local (H)	Percentage of capital activity funded externally	28.0%	30.0%	30.0%	28.5%			Not applicable	
Local (H)	Efficiency savings			2.5%	2.5%			Not applicable	
Local (H)	Number of compliments received	195	185	190	315			Not applicable	
Local (H)	Number of complaints received	461	584	600	326			Not applicable	

Reference	Definition	Actual 2003/04	Actual 2004/05	Target 2005/06	Actual/ Estimate 2005/06	Target Status	Trend Status	Risk	Commentary
BV2a Local (H)	The Equality Standard for Local Government	2	2	2	2				
BV11a Local (H)	Top 5% earners: women	12%	12%	12%	12%			Not applicable	
BV17a Local (H)	Percentage of Black and Minority Ethnic employees	4.3%	4.36%	4.5%	4.96%			Not applicable	

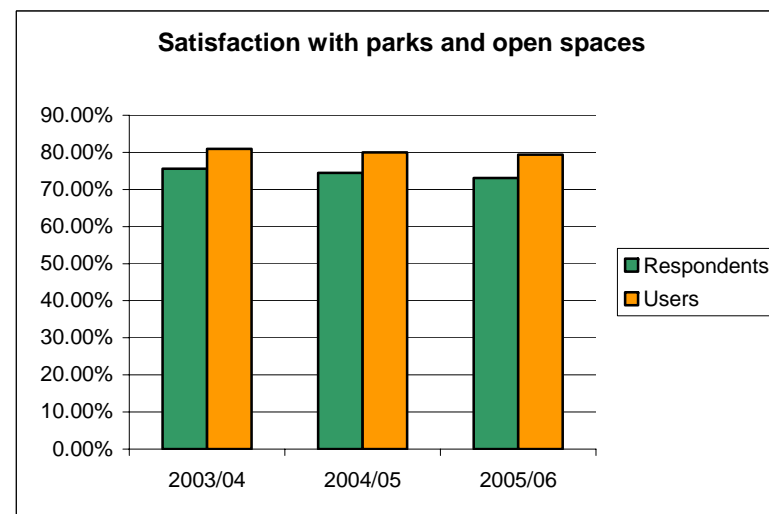
Promotion of Health and Social Care



Striped column is target

The result for BVPI 178 is very disappointing. We always recognised that a 5% sample of paths could throw up a result outside of the +/- 5% confidence interval. Whilst we had our best ever Autumn survey (2.5% sample gave 63%) this didn't make up for the worst ever Spring survey, which was below 40%. The inconsistency in results can be attributed to the national BVPI methodology for data collection. It does not measure the extent to which it is possible to enjoy a walk or ride.

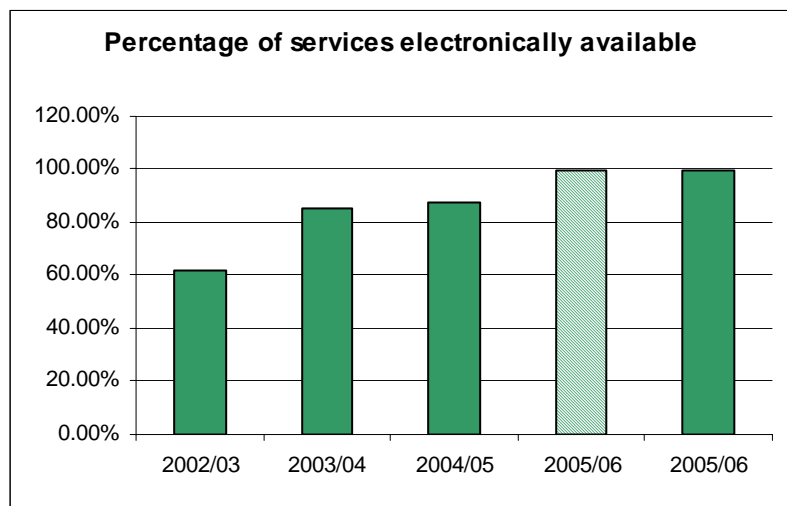
The local Ramblers Association dispute the survey and believe WCC compares well with other authorities.



The results above are collected from the Public Satisfaction Survey each year, where respondents can complete the survey in relation to any park or open space in the County. The results have remained static for the last 3 years.

Additionally, WCC undertakes a visitor survey at one off its park each year which focuses on the enjoyment of the visit and in this way we can track performance at each park. These surveys consistently score in the high 90%'s with the survey at Stratford Greenway in 2005 resulting in a 97.7% satisfaction/enjoyment rating.

Sound Governance

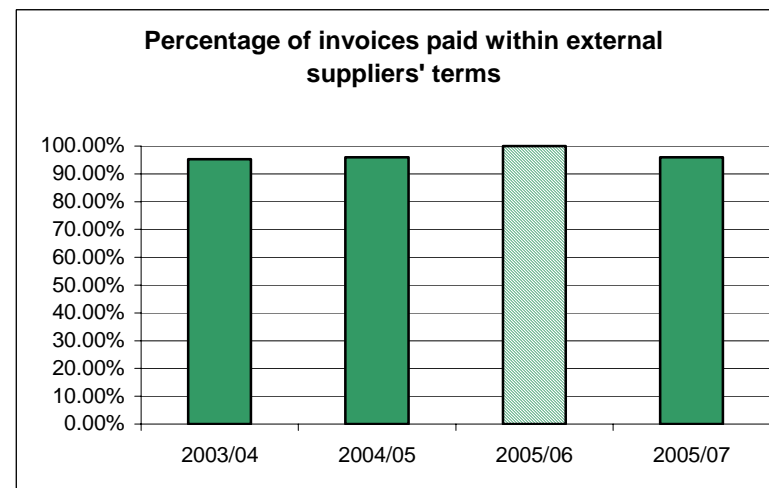


Striped column is target

The percentage of PTES services that are electronically available is 99.29%.

All local authorities have been set the target of being 100% e-enabled by the end of 2005. To measure this consistently across authorities we have been working towards delivering an agreed list of transactions within a number of service areas.

We are unable to reach 100% as one of the transactions we are required to provide is an online public enquiry form. WCC has been advised that this is not within the interests of the authority. We have asked the Department for Communities and Local Government to reconsider.



Striped column is target

All Government Departments and Local Authorities are required to settle undisputed invoices for commercial debts within 30 days or other agreed credit period. PTES is currently paying 96% of invoices within an agreed timescale.

4. Customer Results

4.1 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:-

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

Telephone response time monitoring.

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

4.3 Details customer feedback the department receives from

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

4.4 Evaluation of performance of Customer Service Standards.

- (i) Currently customer service results are reported on a departmental basis. Complaints specific to the remit of this committee are detailed in chapter 3.
- (ii) 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.

4.5 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.

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

4.6 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.

4.7 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%.

5. Compliments and Complaints

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

5.1 Throughout 2005/06 315 compliments were received within PTES, mainly around front line groups, for work done quickly and effectively. This is an increase of more than 70% over 2004/05.

5.2 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 are centred around front line groups and attributed to work being carried out efficiently and effectively.

5.3 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.

5.4 Evaluation of Customer Service Standards - Mystery Shopper

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.

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

- (i) "If you telephone us we aim to:-
- (ii) Answer within 5 rings
- (iii) Tell you whom you are speaking to
- (iv) Give you a clear and helpful answer
- (v) If the person you need to speak to is not available, give you a time when you can contact them.

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

- (i) 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
- (ii) Explain things in plain and clear language and avoid using technical and legal jargon
- (iii) Tell you who is writing and how to phone that person."

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

- 5.8 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

- 5.9 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.
- 5.10 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.
- 5.11 The full Mystery Shopper report is available on the Corporate Consultation database.
- 5.12 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

2005/2006 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 Principal items which have led to the overspend are summarised in the table below.

Table 2: Major variations	£000
Development Group – Reduced section 38 income.	43
Waste Management – lower than expected waste.	(201)
RASWA – additional income from utility works in the highways.	(162)
Economic Development including EPIC – Cost of the new centre prior to the income stream coming on line.	210
Traffic Projects – This is mainly additional recharges to capital and other sources of income.	(193)
Bishopton Park and Ride – The operational costs of the new service were higher than predicted and the initial patronage is lower than the business case prediction.	174
County Roads Maintenance – Routine roads maintenance costs have been slightly higher than expected.	259
County Fleet – the surplus was less than expected mainly due to a high amount of unbilled work at the end of March which for technical accounting and administrative reasons could not be charged until the first month of the new year.	111
Other	(11)
Speed Workshop Income	(156)
Total	174

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.

Table 7: Comparison between Provisional and Final Outturn		
	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 Within the remit of this committee the reduction in the actual overspend of £296,000, between the provisional and final outturn is the net effect of the following:
- 6.6 Waste Management – Lower than expected levels of waste in the last few months of the year.
- 6.7 Strategic Services – This reflects lower than expected receipts from developers on Section 38 Road adoption income.
- 6.8 Transport Planning – Increased charges to Capital and the decriminalisation projects.

- 6.9 Warwickshire Engineering – Reduced income from our Depots plus slightly higher costs than expected on routine maintenance of the highways .
- 6.10 Speed Workshops – The additional income received is held in a ring fenced earmarked reserve for use on Road Safety Projects in future years.

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 2005/06. 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

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

Title & Purpose	Start Date	Methodology	Corporate Objective
Regional Recycling - To monitor and evaluate the effectiveness of a promotional campaign aimed at encouraging people to recycle.	06/11/2004	Face to Face interviews	Improve the environment
Warwickshire Provisional Local Transport Plan – To consult on the policies and proposals in the LTP.	01/09/2005	Exhibition/ Roadshow, Internet, Postal Questionnaire	Improve the environment
Countryside Access and Rights of Way Improvement Plan – To gather opinions and views on the draft plan.	21/07/2005	Internet, workshop, written consultation	Improve the environment
Low Carbon Energy Strategy – To investigate how Warwickshire can contribute to regional and national energy and climate change targets, that is, a reduction in carbon dioxide emissions by 60% by 2050.		Citizens Panel, Consultation Meeting, Exhibition / Roadshow, Focus Group, Newsletter, Press Releases, Public Meeting, Telephone Interviews, Workshop, Written Consultation	Improve the environment
WasteWise Web survey – To determine satisfaction with the web site.		Participation questionnaires	Improve the environment
Composting Survey – To determine long term impact of the composting project.	July 2005	Postal questionnaires	Improve the environment

3. Messages from Consultation and Actions

Recycle for the Midlands

3.1 WCC is one of 14 local councils involved in a media campaign employing television, radio, buses and trains to raise awareness of recycling and to encourage greater use of services available. Advertising was planned for 4 waves, ranging from 2-4 weeks between October 2004 and February 2006. After each wave face-to-face interviews have taken place with a sample of residents within the areas concerned to monitor and evaluate the effectiveness of the promotional campaign. Generally the surveys have shown a good response to the campaign in both change of attitude to recycling and awareness of the advertising campaign. Additionally, the surveys show that recycling has increased, albeit from this campaign or via influence by external factors such as increased or improved kerbside recycling facilities.

Some of the results from Wave 4:-

- (i) 59% of respondents "recycled even if it required additional effort" compared with 56% in wave 3, 48% in Wave 2 and 38% in Wave 1.
 - (ii) 67% of respondents claimed to use kerbside recycling services, compared with 65% in wave 3, 43% in Wave 2 and 51% in Wave 1.
 - (iii) 60% of respondents thought recycling was "very important" compared with 58% in wave 3, 48% in Wave 2 and 47% in Wave 1.
 - (iv) 90% of respondents were aware of recycling services such as bottle banks and recycling centres in their area, compared with 92% in wave 3, 88% in Wave 2 and 86% in Wave 1.
 - (v) 55% of respondents had seen/heard recycling advertisements or promotions, compared with 52% in wave 3, 45% in Wave 2 and 35% in Wave 1.
- 3.2 The Recycle for the Midlands survey is purely for monitoring so there will be no actions from WCC except maybe that the consortium will reapply for funding when the next round is opened. The monitoring will be used by Waste and Resources Action Programme to prove to the Treasury that it is worthwhile marketing recycling.

Warwickshire Provisional Local Transport Plan

- 3.3 Consultation on the policies and proposals in Warwickshire's Provisional Local Transport Plan (LTP) that was published in mid 2005 and cover the period 2006 – 2011 took place in September and October 2005.

Two specific issues generated responses:-

- (i) Re-opening the Stratford – Honeybourne- Cheltenham railway.
- (ii) Provision of a cycle route between Kenilworth and Leamington Spa.

Both of these have been covered in the LTP but not to the satisfaction of the respondents.

- 3.4 Detailed analysis of the consultation results and the responses were taken to Environment Overview and Scrutiny Committee in January 2006. Both issues were considered and the suggested officer responses to both issues were endorsed by the committee.. This decision was subsequently endorsed by Cabinet on February 23rd 2006 and Council on March 14th 2006. (The schedule of comments and responses is appended to the committee report).

Countryside Access and Rights of Way Improvement Plan

- 3.5 During the statutory consultation period for the Countryside Access and Rights of Way Improvement Plan 89 comments were received from a wide range of organisations and individuals including parish councils, user groups, landowning organisations and members of the public. These responses were reported to the Area Committees in January 2006 with the proposals to modify the Plan, all

the Area Committees endorsed the proposals. Cabinet (23 February 2006) considered the draft Plan and proposed amendments and resolved to adopt the Plan with the proposed amendments. These amendments included adding 14 actions to the action plans and amending 7 of the policies within the Plan. The Plan was published and submitted along with the Local Transport Plan to Government in April and is available on request and online (www.warwickshire.gov.uk/carowip).

Low Carbon Energy Strategy

- 3.6 To inform the development of the WCC Low Carbon Energy Strategy one consultation event and three steering group meetings have been completed.

WasteWise Web Survey

- 3.7 Overall satisfaction of the web pages was very high, with respondents requesting more information on the County's performance and more information about recycling services across the County. However, many of the information requests were available on the web pages, with the exception of the County's performance, which suggested that it was difficult to find the information. Therefore, the web pages are to be re-formatted and redesigned to improve navigation in line with the waste strategy education campaign. The site will be a partnership site reflecting the waste partnership.

- (i) Additionally, Warwickshire County Council has won acclaim nationally at the British Environment and Media Awards gaining the award for 'Best Environmental Website'.
- (ii) The website www.warwickshire.gov.uk/environment won particular praise from judges for its high impact and the breadth of information offered in helping residents to live more sustainably in the County.

Composting Survey

- 3.8 During April 2004, Warwickshire County Council distributed a questionnaire to 984 residents who had bought a compost bin from the Council. The purpose of the questionnaire was to determine how satisfied residents were with their compost bins, to find out any problems that users have encountered with them and to gauge the levels of interest in other forms of waste minimisation. The questionnaire attracted a response from 545 compost bin users. These respondents were then sent a follow up questionnaire in July 2005 to determine the long-term impact of the project.

Key Findings:-

- 3.9
- (i) 95% of respondents stated that they are still using their compost bin.
 - (ii) Amongst those that no longer use their compost bin, respondents cited that 'the compost bin does not work very well' and that 'green waste is collected by their Borough/District Council' as main reasons why their bin was not in use.

- (iii) 58% of respondents stated they are 'very satisfied' with their compost bin, this is a slight improvement compared to the initial survey.
- (iv) 44% of respondents said that they are 'very successful' in producing compost, 48% said that they are 'fairly successful', 7% said that they are 'not very successful' whilst the remaining 1% said that they are 'not at all successful'.
- (v) 89% of respondents said they compost because it is good garden practice, whilst 75% compost for environmental reasons (65% last year). Other reasons why people say they compost are to reduce the amount of rubbish in their waste collection, to save money on buying compost and to enrich the soil in the garden.
- (vi) 38% of respondents have noticed a big reduction in the amount of waste they put out for collection, 45% noticed a small reduction, although 17% have not noticed any real change in the amount of waste they put out for collection.
- (vii) 97% of respondents stated that they would recommend composting to others, the same figure as in the 2004 survey.

Decriminalisation

- 3.10 Following the decriminalisation of parking enforcement in Stratford on Avon district in October 2004, we received over 100 requests for changes to waiting restrictions and the operation of the residents parking scheme.
- 3.11 From these we identified over 20 waiting restriction changes to investigate further. The regulations for consulting on Traffic Regulation Orders is set down in The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. We wrote to occupiers who would be affected with details of our proposals in May 2005, including a plan and a form for their reply. Having considered the responses, we made recommendation to Stratford on Avon Area Committee on 27th July 2005 which restrictions to proceed with to formal advertisement.
- 3.12 The report also contained recommendations on how the residents parking scheme could be changed to reflect the issues which had been raised since the introduction of decriminalisation. These were generally the extension of the hours of operation and to merge the existing 13 residents parking zones into 4 new zones, plus expanding the extent of the zones.
- 3.13 The proposed changes to the waiting restrictions and residents parking scheme were formally advertised on 12th January 2006. We put up over 330 notices in over 100 streets. Details were also put on the Warwickshire Website and there was a great deal of media interest.
- 3.14 We received 109 letters of objection, 1 petition with 39 names and 6 letters of support suggests that the information was picked up by a large number of people.

- 3.15 The results of the formal consultation were presented to Stratford on Avon Area Committee at its meeting on 15th March. There was a further public notice in the Stratford Herald and on street to notify that the traffic regulation order had been made. The new restrictions came into force on 15th May.

Village Speed Limit Reviews

4. Warwickshire County Council has been carrying out a systematic review of village speed limits on rural roads, considering each road in alpha-numeric order. There is a statutory obligation to consult with the public, generally the Parish Council, road users and residents. The Village Speed Limit Review considers all villages throughout Warwickshire that do not have a 30mph speed limit. The review of villages on "A" class roads is now complete and included; Alderminster, Church Lawford, Claverdon, Curdworth, Halford, Hatton Park, Long Itchington, Lower Shuckborough, Napton on the Hill, Newbold on Stour, Pillerton Priors, Radford Semele, Tredington, Wootton Wawen and Ufton.
- 4.1 The review of villages on "B" class roads has commenced. Villages to be treated so far include: Cubbington, Gaydon, Gilson, Rowington, Shrewley Common and Withybrook. The remaining villages on 'B' class roads to be reviewed with works being undertaken over the 2006/07 and 2007/08 financial years include: Bidford on Avon, Bulkington, Corley, Dunnington, Earslwood Common, Furnace End, Fillongley, Harborough Magna, Hunningham, Kineton, Little Alne, Lighthorne Heath, Mancetter, Princethorpe, Shustoke, Stoneleigh, Stretton on Dunsmore and Weston under Wetherley.
- 4.2 Monitoring of vehicle speeds taken after speed reduction measures have been introduced in those villages treated indicate vehicle speeds have been reduced by an average of six mph.
- 4.3 Initial investigation into villages without 30mph speed limits on 'C' class roads has also commenced.

Minerals and Waste Development Framework: Core Strategy

5. Warwickshire County Council (WCC) progressed Minerals and Waste Development Framework: Core Strategy consultations between January and April 2006. Related and complimentary consultation programmes were developed to meet the separate requirements for minerals and waste planning in the Borough, incorporating community-based 'roadshow' style meetings, strategic-level forums and public consultation workshops.
- 5.1 The end result has been positive. WCC have succeeded in developing strategic-level consultation in both minerals and waste planning to compliment the statutory consultation and have acquired significant feedback on the issues, benefits and drawbacks to support effective policy appraisal and development. In the majority of cases the participants who have attended the forums and public consultation workshops have been interested to remain closely involved in future consultation events, providing a foundation for future stakeholder engagement. Close involvement in all aspects of the consultation's delivery has also ensured that the WCC benefits from the learning outcomes of this process.

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.
- 1.2 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, two external Critical Friends 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's 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

- 1.4 During 2005/06 PTES has recorded 326 complaints, more than a 44% decrease on 2004/05, all of which are specific to the remit of this Committee.

2. Complaints Analysis and Resulting Outcomes

- 2.1 The following summary, by group, of complaints received is intended to highlight key themes and does not feature one-off complaints. Of the complaints dealt with during 2005/06 that are specific to the remit of this Committee 304 have been resolved at the informal stage and 22 at the formal stages.

3. Transport Operations (94 Informal)

- 3.1 This group are responsible for the transportation of children to school.
- (i) 45 complaints related to buses running early, late or not following the correct route. These are complaints made against services delivered by Bus Service operators not the County Council, such complaints are monitored for contract management purposes.
 - (ii) 23 complaints concerned Council policy, perceived overloading on school buses. Under no circumstances will the County Council permit buses to be overloaded, which may compromise the safety of school children.
 - (iii) 13 complaints were about the actions or attitudes of bus drivers. These are complaints made against contractor rather than WCC staff.
 - (iv) 13 complaints about children misbehaving on school buses. All allegations of misbehaviour are followed up by the County Council, often through the County Council quality standards inspector.

4. Waste Management (130 Informal)

- 4.1 Managing the contract for the County Council's recycling centres (household waste sites).
- (i) Forty two informal complaints about the removal of additional plastic recycling at the recycling centres. This was an initiative where all plastics could be taken for recycling, unfortunately the demand for plastics other than PET and HDPE fell away and so it could no longer be collected. The information was posted on the website and staff at the centres are informing members of the public. The complaints were not upheld as it was an additional service being offered and it was not our decision to stop collection.
 - (ii) The policy of not allowing people using vans to dispose of their waste at the recycling centres resulted in 48 complaints to the County Council. The policy was introduced to stop commercial waste being disposed of at household waste sites, and was last reviewed by Full Council in 1999 when a permit scheme was introduced to allow those who only drive vans to apply for a permit. It was comprehensively reviewed again in 2003 albeit not by full Council.
 - (iii) There have been 16 complaints regarding the attitude of staff at recycling centres. Contractors operate the recycling centres and the complaints are against their staff. All contractor staff have been offered a free customer care training course. These complaints are used as a customer service indicator in the contract management, adding to an incremental score, which results in bonus payments or penalty clauses for the contractor.

5. Design Services (40 Informal – 7 Formal)

- 5.1 This group is responsible for design and implementation of significant improvements to the highway network.
- (i) The improvements to the Parade in Leamington Spa have resulted in 14 complaints regarding various aspects of the scheme. The majority of these complaints were against works carried out by contractors.
 - (ii) Twelve informal complaints about delays and “rat running” caused by the temporary traffic lights at the Lord Leycester Hospital where a wall is partly collapsed. The HSE ordered us to install the signals to allow pedestrians access on both sides of the road following evidence of school children walking in the road.
 - (iii) ‘one off’ complaints.

6. County Highways (9 Informal – 1 Formal)

- 6.1 This group carries out inspection and repair of road defects across the county.
- (i) The majority of complaints have been about works not being carried out to the required standard or timescales and damage caused during works.
 - (ii) A formal complaint from a Nuneaton resident about the state of trees and footpaths, also that previous contact to WCC had received no response. The area manager investigated the complaint, apologised for the lack of response and set out what would be done to rectify problems.
 - (iii) A member of the public contacted us via the Nuneaton and Bedworth Borough Council website regarding kerbing works that were being undertaken on a roundabout in Nuneaton. It took him 20 minutes to get through the road works and he wanted to know why the contractors were allowed to work at such a busy time. We replied, apologising for the delays and explained that the contractors were given times when the works should have been carried out, which were outside of peak hours.

7. Sustainability Unit (4 Informal)

- 7.1 This group promotes Environmental Sustainability across the County. The 3 complaints about a door-stepping recycling campaign resulted in changes in policy:
- 7.2 Door-steppers would not talk to children if their parents were not in. Door-steppers would not canvas a house if there were signs it was occupied by an elderly person.
- 7.3 ‘one-off’ complaint

8. Network Management (3 Informal – 3 Formal)

- 8.1 Network Management have responsibility for the maintenance of the county's road and pavement network.
- (i) A formal complaint was received about a raised manhole cover causing damage to a tyre. The complaint was justified and PTES carried out work to rectify the problem.
 - (ii) A formal complaint was made that contractors had parked on a private drive leaving a diesel spillage and damaging the verge. We agreed remedial actions with the complainant and had the contractor return to the site to put them in place.
 - (iii) A shop owner made a formal complaint about tar staining his carpets following surface dressing. The problem was due to exceptional weather conditions. PTES made a contribution towards the cost of replacement carpets.
 - (iv) Three informal complaints about damage caused by contractors during works carried out in Bascote Heath.

9. Country Parks (10 Informal)

- 9.1 Managing the County Council's 6 country parks, received ten 'one off' complaints.

10. Traffic Projects (3 Formal)

- 10.1 Delivering projects to reduce speed and improve the safety in towns and villages.
- (i) A formal complaint received regarding a letter sent to residents about decriminalisation of parking that was considered confusing. We accepted that it was confusing and sent a second letter to all residents.
 - (ii) A formal complaint stating decriminalisation of parking does not take into account the needs of disabled people and that it should be scrapped. The complaint was regarded as unjustified.
 - (iii) A formal complaint that a resident was given wrong information on obtaining a parking permit and the length of time it took to respond. We apologised for the error and the delays.

11. Countryside Access (1 Informal – 3 Formal)

- 11.1 The Countryside Access team manages and maintains the 2,800km of rights of way in the County.
- (i) A formal complaint about maladministration by the group manager was received. The complainant felt his enquiry was not handled properly and

did not agree with the decision. The departmental complaints officer investigated the complaint and responded that a complaint of maladministration was unjustified.

- (ii) There was a formal complaint about the behaviour of a contractor working on a path adjacent to a property. Version of events vary considerably, we have used the contractor a number of times before and have had no problems.
- (iii) An informal complaint was made about reopening a footpath and taking photographs without permission. This complaint was made prior to the complainant being prosecuted through Magistrates Court for obstructing a public footpath and failing to reopen it.

12. Street Lighting (7 Informal)

12.1 This team is responsible for the maintenance of the County Council's 46,400 street lights.

This group received 7 complaints about delays in repairing street lights.

13. Highways and Traffic Information (1 Informal)

13.1 This team is responsible for traffic studies, the accident database, highway searches and Ordnance Survey liaison and mapping.

An informal complaint about the attitude of contractors working on loop cutting (installing a traffic counter into the tarmac on the road) work which caused an obstruction to her property. The householder was telephoned and given a verbal apology

14. Safety Camera Partnership (1 Informal and 1 Formal)

14.1 This team works towards reducing road casualties.

A Freedom of Information request from the Leamington Observer, the information was not released as it is exempt. The decision was appealed against twice, the second time to the complaints officer who supported the exemption and advised the complainant to appeal to the information commissioner if they were still unsatisfied. This is a Stage two complaint as it was dealt with by the departmental complaints officer

15. Highways Policy (1 Formal)

15.1 This group is responsible for the overall planning of County Road maintenance, control of District agencies and control of Highways Agency residual work. Carrying out road maintenance projects for the County and outside organisations.

A Stage one complaint about our slow response to a gritting enquiry, this was due to problems with the email system.

16. Traffic Performance (2 Informal)

16.1 This group investigates design and implementation of traffic management measures.

- (i) One complaint about delays caused by the closure of Birches Lane in Kenilworth. The complaint regarded the apparent lack of coordination of the works as they were not carried out during school holidays. The complaint was not justified as the works were coordinated to start once works in the north of Kenilworth were complete.
- (ii) A complaint about the levels of traffic at peak times in the Tachbrook park area of Leamington Spa. The complainant was informed that there are working with a number of companies to facilitate Green Travel Plans and congestion is taken into account when planning permission is considered.

17. Road Safety Education (1 Informal)

17.1 This team works towards reducing the number of people killed or injured on Warwickshire's roads.

17.2 A complaint about the school crossing patrol (SCP) on a busy road in Nuneaton. The complainant claimed that the SCP was crossing one child at a time and causing long traffic delays as a result. We responded that SCPs are trained to wait for several children to be ready to cross before crossing them, however keeping impatient children waiting can also cause safety problems. In addition measures have been taken to reduce congestion at school times but parents parking where they shouldn't, inevitably causes problems.

18. Regeneration Projects (1 Formal)

A Stage one complaint about inadequate road crossings and improvements as part of a Safer Routes to School project in Southam. Currently ongoing.

19. Transport Planning (1 Formal)

A stage one complaint made by the clerk to Tredington Parish Council regarding failure by officers to respond to a request for a bus shelter made in 2004. We responded apologising for the delay and any misunderstanding. In 2004 we had responded that we would provide the fund but it was left to the Parish Council to consult, tender for the contract and then maintain to shelter. We restated this to the Parish Council and await their response.

20. Development Group (1 Formal)

A stage one complaint from a Napton on the Hill couple that has come via their District Councillor. We have been in discussions with the couple over the last fifteen years about access to the main road from their drive. In 1991 we agreed to make alterations to their drive using a section 106 agreement from an adjacent development. The couple claim that we did not deliver an agreed

turning area in their drive so they don't have to reverse out. Due to a medical condition performing a manoeuvre to turn around has become very difficult, a problem made worse by people parking on their drive. We have replied to the Councillor stating that a complaint was not received at the time and we had no record of agreeing the turning area, that may have been agreed with the developer. Stratford Area Team have been alerted of the parking issue and are working toward a solution of erecting no parking signs, the couple have been offered a tarmac turning area but were told they would have to pay for it.

21. Environmental Design (1 Informal)


An informal complaint from Wolvey Parish Council regarding the village centre enhancements. They were unhappy with the maintenance by the contractor. We contacted the contractor, who undertook the remedial work.




JOHN DEEGAN
Strategic Director for Environment and Economy
Shire Hall
Warwick




29th August 2006




Environment Overview and Scrutiny Committee – 14th September 2006
Planning, Transport and Economic Strategy Performance Report – Full Year 2005/06.




Details of Departmental Actions/tasks at blue or green status at 31st March 2006.




Reference	Action	Timescale	Full Year outturn	Status
	Improve the Environment			
1	Develop WCC's leadership role in environmental sustainability			
1.1 CBP	Work to achieve ISO 14001 accreditation:	31/3/06	The timescales here are based on the pilot within PTES. A rollout plan has been agreed by COMT on 04/09/05.	
	Development & 25% completed delivery of general awareness package for Officers	30/9/05	Completed	
	All Environmental Management System Documentation written and adopted	30/9/05	Completed	
	PTES Environmental Risks identified, prioritised, and required actions identified	30/9/05	Completed	
	Internal Environmental Auditors identified, trained, and carrying out audits	30/9/05	Completed April 2005 Auditors trained 19-21st July Audits commenced 6 th Sep	






Reference	Action	Timescale	Full Year outturn	Status
1.4 CBP	Launch of the sustainable development fund to support managers to reduce resource consumption	31/5/05	The fund was launched at the Environmental Sustainability Board on 17 th August 2005.	
1.5 DP	Continue to promote sustainable development by offsetting carbon emissions with the use of appropriate planting in accordance with the Warwickshire Landscapes Guidelines	31/3/06	Please see commentary below.	
	<ul style="list-style-type: none"> • Increase the Warwickshire Tree Scheme from 65-75 Schemes - 68 schemes have been implemented by March 2006. This figure includes 6 schemes which were carried out at Schools. • Implement at least 5 schemes other than tree/hedge planting - 4 schemes for Parish Planting in Stratford District using Area Committee Funding. • Work through School Grounds Alliance and Eco-Schools in developing conservation initiatives - The following schools are taking part: Alveston Primary, Stratford upon Avon Nursery Hill Primary, Ansley - completed Priorsfield Primary, Kenilworth Lighthorne Heath Primary Stockingford Infants, Nuneaton - completed Myton High School, Warwick 			
1.6 DP	Promote sustainable design guidelines for environmental design to: Improve & build on our existing sustainable practices Influence the required conditions of planning applications Highlight the sustainable aspects of site planning	31/3/06	Policy on sustainable planting prepared and forwarded to Property Services in Summer 2005.	





Reference	Action	Timescale	Full Year outturn	Status
1	Minimise household waste and increase rates of recycling and composting			
1.8 CBP	Develop waste minimisation projects, in particular: Support the set up of a white goods refurbishment scheme at Onley Prison, with all our local furniture re-use groups	31/8/05	Project started in September 2005. It has been very successful in the initial 7 months with 28.84 tonnes of waste goods (2025 items) collected and 6.14 tonnes (719 items) delivered to charitable institutions	
1.10 CBP	One of the Local Public Service Agreement 2 targets is to achieve an overall recycling target of 28% by end of March 2008. Working towards this: Tenders for capital items for new kerbside green waste collection schemes to be received by October 2005 Green garden waste service to start in 3 boroughs/districts by April 2006	31/10/05 30/4/06	One vehicle provided for Rugby Borough Council and two vehicles expected to be delivered to North Warwickshire BC before the end of May 2006	
1	Promote and implement transport policies which meet the needs of people and businesses, improve opportunities for all, and produce a better, safer and healthier environment			
1.11 DP	Reduce number of car journeys to and from school by pupils by supporting 32 schools across the county in the development of School Travel Plans. Plans to be approved by the Regional Travel Advisor for the Department of Education and where possible implemented	31/3/06	We visited/supported over 60 schools in total this year with 46 of these schools producing travel plans, exceeding our target for the year.	



Reference	Action	Timescale	Full Year outturn	Status
1.13 DP	Submit provisional Local Transport Plan to Government	31/7/05	Achieved	
	Final Local Transport Plan to be submitted by March 2006	31/3/06	Achieved	
1.14 CBP	Invest in a public transport fleet that increases accessibility of modes of transport other than private cars: Acquisitions of 4 new low floor easy access buses for operation on key inter urban networks in North Warwickshire	31/3/06	There has been a delay in the purchase of vehicles due to financial pressures elsewhere in the LTP programme. The estimated delivery date is now December 2006. However, on a positive note, ten buses (as opposed to 4) will be purchased which will have a greater impact upon the residents of North Warwickshire.	
1.15 DP	Park and Ride (P&R) Scheme in Stratford upon Avon operational by December 2005	31/12/05	Achieved	




Reference	Action	Timescale	Full Year outturn	Status
1.16 DP	Complete the Leamington Urban Mixed Priority Scheme	31/10/05	Phase 1 of the scheme (between Clarendon Avenue and Newbold Terrace) was substantially completed in October 2005. Phase 2 of the scheme, to include Victoria Terrace, Bath Street and the outstanding works from Phase 1, is programmed to commence in early June 2006 and should be completed by September 2006.	
1.17 DP	Submit Local Transport Plan major transport scheme bid for improving public transport in Warwick and Leamington Spa	31/7/05	Submitted 28th July 2005. Bid successful.	
1.18 CBP	Continue implementation of the programme for taking parking enforcement into local authority control. Decriminalised parking enforcement implemented in: Rugby and Warwick during 2006/07	31/3/06	Rugby - On programme for delivery in October 2006 Warwick - Now programmed for October 2007	
1	Manage the Highway Network in a Manner that Increases Safety, Meets the Needs of all Users, and Maintains its Condition and Asset Value.			




Reference	Action	Timescale	Full Year outturn	Status
1.19 CBP	<p>Invest in maintenance to improve highway (including public rights of way and footways) condition to result in:</p> <ul style="list-style-type: none"> • An improvement in the performance indicator results regarding road condition • Increase in public satisfaction and ease of use 	31/3/06	The results from the satisfaction survey show an increase of 9% regarding footways and pavements and 11% regarding rural roads.	
1.21 CBP	<p>Improve co-ordination of road works:</p> <p>Develop a GIS based register of events and activities that affect the road network</p> <p>In partnership with other agencies (Police and Highways Agency) develop contingency plans for major events and incidents on the road network</p>	<p>31/1/07</p> <p>30/9/06</p>	Please see commentary below	 
	<ul style="list-style-type: none"> • This has been completed. The County Council have joined with an East Midland partnership of Authorities who have established a regional web based database. These can be viewed from the Warwickshire web site. • Strong links have been established for the contingency planning of major events, we are looking to establish closer links with the various agencies for unplanned incidents on the road network. 			





Reference	Action	Timescale	Full Year outturn	Status
1.22 CBP	Progress the major schemes identified in the Local Transport Plan: Rugby Western Relief Road: Complete public inquiry by 30/04/05 Resolve the way forward following Secretary of State's decision	28/2/06	Public inquiry completed on 10/05/05. SoS provisional decision on the Orders received December 2005. Subject to minor changes to scheme SoS is minded to confirm Orders. e confirmed by SoS which should be by June 2006.	
1.23	Establish, via Cabinet, and implement the capital programmes for structural maintenance and integrated transport	30/4/05 31/3/06	Programme established but due to cost increase for LUMP some of the programme was deferred to 2006/7	
1	Promote a Sustainable Pattern of Land Use			
1.24 CBP	Incorporate spatial planning into the County Strategic Plan	31/7/05	Completed	
1.25 CBP	Adopt Statement of Community Involvement for Minerals and Waste Plans	28/2/06	Expect to be adopted in May 2006 in the revised Minerals & Waste Development Scheme.	
1.26 CBP	Consult on the preferred options and proposals for the Waste Core Strategy	31/12/05	Consultation carried out for a 6 week period between February and April 2006.	



Reference	Action	Timescale	Full Year outturn	Status
1.27 CBP	Engage with Birmingham International Airport Ltd to secure member and officer liaison arrangements to cover airport expansion	31/12/05	Cabinet response to Draft Master Plan Consultation (February 2006) focussed on surface access issues. Officer liaison in place.	
1.28 CBP	Work towards meeting E Government 2005 targets in processing of planning applications and responding to consultations	31/12/05	21 Pendleton Criteria met in full and on time	
1.29 DP	Improve our capacity for monitoring land use change, waste and minerals, at district, county and regional level	31/3/06	<ul style="list-style-type: none"> Waste and Minerals annual Monitoring Report agreed by Policy Panel 2006/07 Planning Development Grant allocation granted by ODPM partly for submission of Waste and Minerals Plan West Midlands Regional Assembly Data Analysis Resource (wRadar) training course completed by WCC and all Warwickshire districts 	
1.30 DP	Work in Partnership with Rugby Borough Council to develop detailed Landscape Character Assessment to assist with spatial planning guidance around Rugby urban area	31/12/05	Report completed before end of 2005. Following Rugby's comments amendments were made and this is currently being printed. It will be in print in May.	






Reference	Action	Timescale	Full Year outturn	Status
1.31 DP	Supported by PTES a joint working group of members will undertake the scrutiny of County Council rural policy and rural services and make recommendations to the Environment and Economic Development committees in the Autumn. Implementation of the recommended actions will commence in the Spring	30/11/05 31/5/06	<p>Economic Development O & S Committee 18/10/05 identified three areas for further investigation:</p> <ul style="list-style-type: none"> • The work of the Business Support Team in rural areas. • Whether public transport is meeting the current needs of the rural areas. • The need for a Rural Services Strategy. <p>A further report on Business Support was considered by the Committee on 16/3/06. The proposed Warwickshire Rural Access to Services Partnership will focus on the public transport needs of rural areas. The need for a Rural Services Strategy will be considered in the light of the changes in departmental responsibilities.</p>	
3	Reduce Crime and Improve the Safety of the Community			
3.1 CBP	Reduce speed and casualties through the Warwickshire Casualty Reduction Partnership, in particular to achieve a reduction at camera sites compared with the base line figure	31/3/06	Please see commentary below	

Reference	Action	Timescale	Full Year outturn	Status
	<p>Once again the work of the Warwickshire Casualty Reduction Partnership has delivered both speed and casualty reductions at camera sites.</p> <p>In 2005, there were 74% fewer people killed or seriously injured at the cameras in 2005 compared to the pre-camera baseline (1994-98 annual average) and 39% fewer than 2004. In real terms this means 60 people avoided serious injury or death last year as a direct result of the introduction of safety cameras. It brings the total reduction in the number of people injured at camera sites since Warwickshire Casualty Reduction Partnership was set up 4 years ago to 459</p>			
3.2 CBP	<p>Utilise speed education funding to take action on motorcycle casualties, in particular:</p> <p>Action plan to reduce motorcycle casualties devised in partnership with the Police</p>	31/3/06	Implemented	
3.3 CBP	Produce intelligence that helps County Highways to reduce casualties through road maintenance by enabling prioritisation of road resurfacing specifically to reduce road casualties	31/3/06	Implemented	
4	Promote Lifelong Learning and Personal Development			
4.1 DP	Increase participation in the country parks Environmental Education Service via a Marketing and Service Development Plan	31/3/06	Marketing Plan developed. Record breaking numbers whilst maintaining the quality of delivery resulting in excellent teacher feedback	

5 Promote the Health and Social Care of our Citizens				
5.2 CBP	Increase opportunities for countryside recreation, including the use of Country Parks and public rights of way, specifically: Host first Warwickshire Walking Festival Open 2 further Greenways Offchurch Kenilworth – Write a business plan for the Kenilworth greenway and bid for funding in partnership with the Friends of Kenilworth Greenway to provide a high quality multi-use surface and associated interpretation	31/3/06	Preparations are well underway for the second walking festival following the success of last years event. The Greenway projects require negotiations with adjoining landowners for land purchase/lease, re-positioning of security fencing and other matters on which Sustrans are taking the lead. Whilst recent progress has been made, probate and other constraints have delayed the projects.	
5.3 DP	Produce a Rights of Way Improvement Plan with Key Stakeholders	31/3/06	Plan complete and submitted to government as part of the LTP.	
Reference	Action	Timescale	Full Year outturn	Status
5.5 DP	Work with the local community to deliver Environmental Traffic Calming	31/3/06	Bishops Tachbrook - Finished. Stage three safety audit to be carried out. Butlers Marston - Finished. Stage three safety audit to be carried out. Charlecote - Finished. Stage three safety audit to be carried out. Hampton Lucy - Completed	



5.6 DP	Promote and deliver enhancements to the "Public Realm" of Warwickshire towns	31/3/06	Public Realm Improvements Programme, jointly funded by WCC/NBBC/ERDF delivered £4m of public realm enhancement projects over past 3 years. Applying for funding for next phase. Rugby - delivered signage, street lighting and street furniture improvements during 2005.	
5.8 DP	Undertake work to comply with the DDA within parks buildings and facilities	31/12/05	Kingsbury Water Park - DDA Works completed. Pooley: Work had been delayed slightly to coincide with the provision of an additional toilet block to the site which has afforded us greater economies of scale.	
6	Ensure Sound Governance to Provide Accessible, Responsive and Well-Managed services			
6.1 DP	Implement the 'Working for Warwickshire' campaign as it applies to PTES	31/3/06	Implemented.	
6.2 DP	Implement the Modernisation Strategy as agreed by the new Council	31/3/06	Restructuring and reorganisation into the new directorate completed.	

<p>6.3 DP</p>	<p>Quality of Life (QoL) 2005</p> <p>Publish QoL 2005 Report</p> <p>Compendium of indicators - Matrix completed, to include existing, lapsed and new indicators</p> <p>Update indicators on regular basis, maintain web pages and publicise QoL work</p>	<p>31/10/05</p> <p>30/4/05</p> <p>31/3/06</p>	<p>Report published November 2005</p> <p>Completed</p> <p>Completed</p>	
<p>6.4 DP</p>	<p>Warwickshire Observatory</p> <p>Engage with 'strategic' partners over sharing of information/data</p> <p>Technical development</p> <p>Launch Observatory</p>	<p>30/9/05</p> <p>30/11/05</p> <p>31/1/06</p>	<p>Meetings with Strategic Directors have taken place. Discussions about Observatory Proposals took place at the Strategic Director's Awayday in March 2006 agreeing principles for the Observatory.</p> <p>Agreement that the Observatory would cover management of the geographical information on behalf of WCC. Discussions took place with WCC web master in relation to developing the Research Unit web pages. Formal arrangements with West Midlands Regional Office on closer working with them.</p>	

6.5 DP	Consultation Nuneaton and Bedworth's People's Panel – conduct the first 3 waves of the panel	30/6/05 31/10/05 28/2/06	The first three waves of the People's Panel have been conducted on time. They have covered 'the Housing Strategy', 'Customer Services' and 'the Recreation Plan and Equalities'. The annual event was also considered a success, and another is planned in 2006.	
6.7 DP	Implementing a corporate Staff Survey	30/9/05	Corporate Staff survey implemented	
6.10 DP	Performance Management System Undertake training on the InPhase Performance Management system (PMS) and implement the system for PTES Carry out pilot of the PMS within PTES	30/9/05 31/3/06	Training completed. Departmental Service Plan 2005/06 is on the system. The system will be rolled out in EED during the summer with the aim to produce the half year performance reports in October directly from the system.	 
6.12 DP	Review and improve process for managing the highway network record	31/3/06	Review completed. Improvement stalled due to nil allocation of funding in 2005-06.	



**Environment Overview and Scrutiny Committee – 14th September 2006
 Planning, Transport and Economic Strategy Performance Report – Full Year 2005/06.**





Details of Departmental actions/tasks not classified as blue or green status at 31st March 2006.





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






Points to note: The tolerances identified above have been amended since the original targets were set

Ref No	Departmental Objective	Milestone	Status	Risk to delivery of Corporate Priorities	Remedial Action
Improve the Environment					
1. Develop WCC's Leadership Role in Environmental Sustainability					
1.2 CBP	Develop an energy strategy for Warwickshire: Draft energy strategy completed Full consultation and energy strategy completed	30/6/05 31/3/06		Not Applicable	Members at Environmental Overview and Scrutiny committee agreed that both the Climate and Energy strategies should be amalgamated under one strategy and called Climate Change strategy. Hence this action has been amalgamated with 1.3 below.
1.3 CBP	Develop a climate change adaptation strategy for Warwickshire: Draft climate change strategy completed Consultation and climate change adaptation strategy completed	30/9/05 31/1/06		Low	Draft Climate Change strategy out for public consultation - closing date of consultation April 10th. The draft strategy is going before Overview and Scrutiny beginning of May. Completed strategy going to Cabinet May 25 th with the launch event scheduled for July 3rd.

1.4 CBP	Achievement of the LPSA2 target of overall reduction of 23% in carbon through energy management from named county council properties by end of March 2008. Targets to achieve during 2006: Education package to be rolled out to all staff to support a reduction of 2% by end of March 2006	31/3/08 31/3/06		Low	A LPSA 2 was not agreed regarding carbon reduction
	Introduce 20 sustainable development schemes	31/3/06		Low	Despite a proactive marketing campaign across WCC there has only been one bid submitted to date. Due to the technical aspects of preparing Bids of this nature. EED will be providing the support necessary coupled with further promotions next year.
1	Minimise Household Waste and Increase Rates of Recycling and Composting				
1.7 CBP	Agree phase 2 of the Integrated Waste Strategy with waste collection authorities.	31/5/05		Not Applicable	Approved October 2005
1.8 CBP	Develop waste minimisation projects, in particular: New build developed at Camp Hill to house a local furniture re-use scheme to service the north of the county	30/6/05			A new build was not possible at Camp Hill due to unforeseen cost involved as a result of contaminated land. A new location for a new build could not be identified in the area. To progress the project a building has been leased in Nuneaton as a compromise. The lease is presently being progressed (approved by Cabinet November 2005) and should be secured by August 2006.

1.9 CBP	Advertise long term contract for disposal of residual waste in order to achieve national targets of waste management	31/8/05		Medium	Not expected to be advertised until 2006/07 due to re-phasing of Strategy and lack of funding in 2005/06 for procurement process.
1.12 CBP	Progress the major schemes identified in the Local Transport Plan: Nuneaton Development Project Phase 3: 1. Establish level of major funding with DfT 2. Determine scope of the scheme once funding level known	30/11/05		High	1. At year end, DfT offered to increased the allocation for Phase 3 subject to WCC funding the shortfall in order to complete the scheme. Availability of the match funding has not yet been determined. 2. Scope of scheme for Phase 3 will not be actioned until funding is identified..
	Coleshill Parkway: Secure DfT full approval for LTP Bid Open station, bus interchange and bridge	30/11/05 30/11/06		Low	Full approval obtained March 2006 and contracts let. Opening planned early 2007
1.18 CBP	Continue implementation of the programme for taking parking enforcement into local authority control. Decriminalised parking enforcement implemented in: Nuneaton in 2005/06	31/3/06		Low	Nuneaton - this was put on hold by a decision of Nuneaton & Bedworth Area Committee in January 2006 following a negative response to public consultation about introducing new resident parking zones and on-street pay-and-display. No new date has been set.

1 Manage the Highway Network in a Manner that Increases Safety, Meets the Needs of All Users, and Maintains its Condition and Asset Value					
1.20 CBP	Completion of the Bridge Maintenance Works Programme	31/03/06		Low	Several individual schemes not started on site because of external constraints. Revised programme substantially complete.
1.21 CBP	Improve co-ordination of road works: Develop a permit scheme for Warwickshire in accordance with national guidance	31/7/07		Low	Permit Scheme, Guidance delayed from central government, expected earliest date, November 2009. Subject to successful completion of pilot schemes
1.22 CBP	Progress the major schemes identified in the Local Transport Plan: Barford Bypass - Start construction	31/8/05		Low	Stage 2 construction is ongoing and commenced in February 2006. Completion is programmed for July 2007
5 Promote the Health and Social Care of Our Citizens					
5.1 CBP	Enhance the environment of our towns and streets to benefit the health, social and economic vitality of our communities (LPSA2)	31/3/06		Not Applicable	A LPSA 2 has not been agreed for street scene.
5.4 DP	Take forward the Better Brownover Study by working with the local community to implement key neighbourhood improvements	31/3/06		Low	There is an outstanding issue around the closure of footpaths which the legal department are dealing with. Once this has been settled then the plan is to proceed with alleygating and then to hand over some of the open space to some residents.
5.7 DP	Promote and deliver Inclusive Design for External Spaces, including School grounds and Heathcote Hospital	31/3/06		Low	This action is ongoing through several initiatives including: Heathcote Hospital - Concept designs prepared and accepted. Detail stage subject to approval and go-ahead from Principal of Heathcote Hospital. However there have been internal

					complications over funding between different departments which have hindered progress.
6	Ensure Sound Governance to Provide Accessible, Responsive and Well-Managed Services				
6.6 DP	Manage E-Planning project for PTES	31/3/06		Medium	Project manager in place Procurement exercise underway. Expect to complete system implementation by 31/10/06
6.7 DP	Implement the Organisational Development Strategy by Developing a Workforce Plan for PTES With Social Services, developing the framework for a corporate Workforce Plan	31/3/06 31/10/05 31/10/05		Low	Data on skills not available from HMRS until Phase 2. Outline plan developed but affected by restructuring of the Council.
6.8 DP	Develop an action plan for the transition of the FIT Pages to a corporate intranet	30/4/06		Low	Corporate intranet format not yet agreed, however, work initiated on transition plan.
6.9 DP	Implement the FIT Improvement Plan; monitor and review progress through the Organisation Improvement Group	31/3/05		Low	Superseded by the modernisation agenda improvement activities continuing.
6.11 DP	Review and refine international and European strategy for member and officer engagement in European Policy issues and transnational working	31/03/06		Low	Delayed to coincide better with opportunities emerging from new (2007-2013) EU funding programmes. Draft for consultation available in summer, for member approval and launch in second half of 2006.