

**Report of Director of Environment and Housing**

**Report to Safer Stronger Communities Scrutiny Board**

**Date: 10 March 2014**

**Subject: 2013/14 Quarter 3 Performance Report**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

1. In the light of the changes to corporate performance reporting and the outcomes of work done by a working group of the Board, the Safer Stronger Scrutiny Board has recently agreed revised arrangements for reporting performance across its remit. This includes receiving on a quarterly basis a report which highlights good performance as well as performance in service areas where trends are changing and/or performance is showing signs of deterioration. It also allows the Director an opportunity to identify any emerging areas of concern or risks. This report sets out the position at Quarter 3 in relation to the performance areas that fall within the Director of Environment and Housing's responsibilities.
2. The Board has also agreed to receive on an alternate quarterly basis separate reports covering the Safer and Stronger aspects of the Board's remit. This will include reports from both the Directors of Environment and Housing Citizens and Communities. A more in-depth report on the 'Safer' element has been provided separately by the Director of Environment and Housing and is included elsewhere on the agenda.

**Recommendations**

3. Members are invited to consider the Director of Environment and Housing's Quarter 3 highlight report which is provided as an appendix to this covering report.

## **1 Purpose of this report**

- 1.1 The purpose of the report is to provide the Board with a Quarter 3 highlight report from the Director of Environment and Housing, showing areas of good performance as well as performance issues linked to changes in trends or where performance has dipped. It also provides an opportunity for the Director to identify any other emerging areas of concern or risks.

## **2 Background information**

- 2.1 This is a new way of reporting performance that has recently been agreed by the Board and reflects the outcomes of discussions between officers and members of a working group of the Board. It also takes account of the changing corporate reporting arrangements. In addition to receiving a quarterly highlight report, Members have asked for separate more detailed alternate quarterly reports covering the Safer and Stronger aspects of the Board's remit from the Directors of Environment and Housing and Citizens and Communities. This report presents performance highlights at Quarter 3. A more detailed report covering the 'Safer' aspects of the Board's remit is included elsewhere on the agenda.

## **3 Main issues**

- 3.1 The highlight report is given as an appendix to this report.
- 3.2 Areas of performance to highlight include:
- Domestic Burglary which continues to show year on year improvement as well as an improvement in core city rankings, but trends are continuing to be tracked on a monthly basis to identify any areas for concern at a district and local level
  - Anti-social behaviour which is continuing to achieve high levels of customer satisfaction and is showing continual improvement.
  - Domestic Violence which is showing signs of improvement in terms of repeat victimisation rates. To support the domestic violence strategy, the service has started to monitor repeat suspect rates and will use information to influence delivery. Repeat suspects rates dropped in Q3. Further measures will be introduced as the strategy is developed.
  - Drugs and Alcohol programmes which are continuing to deliver improved levels of successful completions. A service specification for a new remodelled service has been developed which brings a number of disparate contractual arrangements together, and this is currently out to tender. It is anticipated that contracts will be awarded in November/December 2014 with new contracts starting in June 2015 (an extended six month mobilisation period has been allowed to ensure a smooth transition to the new service and steps will be taken to monitor performance closely during this time in order to manage any transitional performance issues).

- Missed bins performance which has fluctuated over Quarter 3 across all bin types, some of which can be attributed to the bedding in process following the introduction of AWC phase 2. However, in real terms the figures show that the number of misses is small in relation to the total service delivered and it is felt that the current measure does not give an adequate picture of service performance. Work is therefore being done to develop a more helpful measure/measures to demonstrate the reliability of the service. This is being linked to the forthcoming introduction of the Integrated Waste Management System later this year. The outcomes of this work will be shared with the Board in due course.
- Recycling which, although showing an improving trend, is currently slightly off track in relation to meeting the year-end target of 46.4%. Work has already been initiated to improve the position and the impact will be monitored over the next quarter.
- Tonnage to landfill which is also showing significant year on year improvement and is generally on track to meet the 142,000t minimum target.

3.3 It was also felt to be worth highlighting to Members the fact that the risks associated with the roll out of Phase 2 have been managed well and that this change, involving 113,000 households, has been implemented successfully.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 This is a performance report for the Board's information and as such there is no need for wider consultation. If the Board determines that any performance area requires further investigation, then it may be decided that the views of interested parties should be sought or that existing information reflecting the views of customers and others stakeholders should be provided to the Board.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 This is not a decision-making report and as such there is no need for an EIA screening document to be completed.

4.2.2 The business of the Safer Stronger Scrutiny Board is to consider the extent to which the corresponding Partnership Board is delivering City Priorities and also to review and challenge the Council's own performance in relation to the Safer/Stronger agenda. As part of this role, the Scrutiny Board will consider the extent to which the partnership board and the Environment and Housing directorate are addressing cross-cutting issues, including equality and diversity and cohesion and integration. This will be taken into account when determining the performance information the Scrutiny Board may require. Specifically, the Board's remit also includes scrutiny of cohesion and integration matters under the Stronger Communities element of its work

### **4.3 Council policies and City Priorities**

- 4.3.1 The performance information received by the Board allows it to assess and challenge performance in relation to the delivery of specific city priorities and priorities within the Best Council Business Plan.

### **4.4 Resources and value for money**

- 4.4.1 The Board has specifically asked that the performance information provided is based on information that is already available, and has determined that it will only require more detailed reports where it wants to examine performance areas in more depth, thereby ensuring that reporting arrangements remain efficient and effective.

### **4.5 Legal Implications, Access to Information and Call In**

- 4.5.1 The report is provided within the context of the formal role of Scrutiny Boards within the Council's constitution. There is no decision being made and there is therefore no call-in requirement.

### **4.6 Risk Management**

- 4.6.1 The provision of performance information to the Board is designed to enable the Board to fulfil its role effectively and as such will minimise the risks of non-delivery of City Priorities and Best Council Business Plan Priorities. Care is being taken to make use of existing data rather than create an additional reporting burden.

## **5 Conclusions**

- 5.1 Performance in Quarter 3 across the areas of responsibility of the Director of Environment and Housing continues to be generally good, with improving performance trends across the majority of services. Recycling rates are improving year on year but there is a risk that performance may not reach the performance targets set for 2013/14 (actions are being delivered now which should help to minimise this risk).

## **6 Recommendations**

- 6.1 Members are invited to consider the Director of Environment and Housing's Quarter 3 highlight report which is provided as an appendix to this covering report.

## **7 Background documents<sup>1</sup>**

- 7.1 None

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.