

**Report of Director of Environment and Housing and Assistant Chief Executive
(Citizens and Communities)**

Report to Safer and Stronger Communities Scrutiny Board

Date: 28th July 2014

Subject: 2013/14 Quarter 4 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. Last year the Safer and Stronger Communities Scrutiny Board 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 / Assistant Chief Executive an opportunity to identify any emerging areas of concern or risks. This report sets out the position at Quarter 4 in relation to the performance areas relevant to the board. Appendices 1 and 2 provide separate highlight reports from the Director of Environment and Housing and the Assistant Chief Executive (Citizens and Communities).

Recommendations

2. Members are invited to consider the Quarter 4 highlight reports of the Director of Environment and Housing and the Assistant Chief Executive (Citizens and Communities) which are provided as appendices to this covering report.

1 Purpose of this report

- 1.1 The purpose of the report is to provide the Board with Quarter 4 highlight reports from the Director of Environment and Housing and the Assistant Chief Executive (Citizens and Communities), 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 and Assistant Chief Executive to identify any other emerging areas of concern or risks.

2 Background information

- 2.2 This is a new way of reporting performance that was agreed by the Board last year. It also takes account of the changing corporate reporting arrangements. In addition to receiving quarterly highlight reports, the Board will receive, on an alternate basis, more detailed reports covering the Safer and Stronger aspects of the Board's remit from the Director of Environment and Housing and the Assistant Chief Executive (Citizens and Communities). These will be provided at Quarter 1 and Quarter 2.

3 Main issues

3.1 Environment & Housing

- 3.1.1 The highlight report is given as appendix 1 to this report.

- 3.1.2 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. Q4 showed a drop in prevalence of repeat suspects. Further measures will be introduced as the strategy is developed.
- Drugs and Alcohol programmes which are continuing to deliver improved levels of successful completions.
- Missed bins figures based on customer feedback which have dropped over Quarter 4 across all bin types and point to an improving performance trend during a time of continual change.

- Recycling YTD figures which, are 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.
- Members may wish to note the draft Quarter 4 figures given in the highlight report which are awaiting confirmation by the Environment Agency. Members may also wish to note that a new system is scheduled for this summer which it is anticipated will allow us to provide more up to date figures for recycling and landfill.
- Street cleanliness, which at a yearly average of 93% is showing an improvement on the previous year (92%) as well as exceeding the target of 90.2%

3.2 Citizens & Communities

- 3.2.1 The Communities Board met for the first time in January 2014 and met again on the 7th July. At this meeting the board began to consider and agree its work programme for the coming year. It is working to develop projects that are a practical expression of what the Board is trying to achieve and to be able to provide learning which could then be transferred appropriately elsewhere, and inform future strategy. Once this work programme is agreed appropriate performance measures will be developed and will in the future be reported to this board.
- 3.2.2 In addition, the revised Best Council Plan 2013-17 includes the priority 'strengthening local accountability and being more responsive to the needs of local communities' which is within the remit of this board. Arrangements are currently being put in place with regards to the performance management of the revised plan and this board will receive information in relation to this priority once arrangements are finalised.
- 3.2.3 The highlight report at Appendix 2 reflects the current position stated above.

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 and Stronger Communities Scrutiny Board is to consider the extent to which the corresponding Partnership Boards are delivering City Priorities and also to review and challenge the Council's own performance in relation to the Safer/Stronger agenda in particular as outlined in the Best Council Plan 2013-17. As part of this role, the Scrutiny Board will consider the extent to which the relevant partnership boards and directorates 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 2013-17.

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 4 across the areas of responsibility of the Director of Environment and Housing and the Assistant Chief Executive (Citizens & Communities) continues to be generally good, with improving performance trends across the majority of services.

6 Recommendations

- 6.1 Members are invited to consider the Quarter 4 highlight reports of the Director of Environment and Housing and the Assistant Chief Executive (Citizens and Communities) which are provided as appendices to this covering report.

7 Background documents¹

- 7.1 None

¹ 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.