

City Development Quarter 3 Performance Report 2007/08

1	2	3	4	5	6	7	8	9	10	11	11a	12	13	14
Reference	Title	Service	Frequency & Measure	Good Performance	2006/07 Year-End	2007/08 Target	Current Position as at 31st December 07	Predicted Full Year Result	Year on Year Improvement Trend	All England Top Quartile (Based on 2006/07 Year-End data)	All England Bottom Quartile (Based on 2006/07 Year-End data)	Core City Average (Based on 2006/07 Year-End data)	Core City position 1 = Top 8 = Bottom (Based on 2006/07 Year-End data)	Data Quality Issues
BV-165 CPA-E16	The percentage of pedestrian crossings with facilities for disabled people	Highways	Quarterly %	Rise	77.3	84.0	81.5	82.0	↑	99.9	71.1	55.4	4	Some concerns
Comments	The 2006-07 year-end figure has been changed following the July audit. The 2007-08 target, and predicted year-end performance have also been amended as the service is confident that an agreed programme of works will show an improvement in performance over the next two quarters. There is an amount of remedial work required on some crossings, and this is ongoing. It is anticipated that current funding secured will be sufficient to complete this work. Additional funding will be required to increase the percentage of crossings that comply with BV165 performance indicator.													
BV-109a CP-PL50 CPA-E2	Percentage of planning applications determined in line with the Government's new development control targets to determine a) 60% of major applications in 13 weeks	Planning	Quarterly %	Rise	61.01	60.00	66.67	64.00	↑	80.65	65.22	69.88	7	No concerns
Comments	As a result of the strategic review of planning services we have recruited additional staff and improved the management of major applications together with reducing the backlog of older applications. Performance above target levels is expected to be sustained as workload trends and resource levels are reasonably stabilised. The service is now focussing on reducing further the backlog of "out of time" applications and improving standards of customer service whilst still maintaining performance above target levels.													
BV-109b CP-PL50 CPA-E2	Percentage of planning applications determined in line with development control targets to determine b) 65% of minor applications in 8 weeks.	Planning	Quarterly %	Rise	69.94	65.00	80.28	70.00	↑	83.38	71.40	77.50	7	No concerns
Comments	Targets have been set to match and maintain the Government's published targets.													
BV-109c CPA-E2	Percentage of planning applications determined in line with development control targets to determine c) 80% of other applications determined within 8 weeks	Planning	Quarterly %	Rise	83.63	80.00	87.32	85.00	↑	92.46	84.81	86.15	5	No concerns
Comments	Targets have been set to match and maintain the Government's published targets.													
BV-204 CPA-E42	The percentage of appeals allowed against the authority's decision to refuse on planning applications	Planning	Quarterly %	Fall	37.4	30.0	46.6	40.0	↓	25.6	37.9	33.3	5	No concerns
Comments	In the last quarter, 33% of appeal decisions were in the Council's favour which has resulted in some marginal improvement in the performance figure. The trend, rolling forward into the current quarter, appears to be continuing. However, this improvement is unlikely to greatly change the cumulative performance figure for this current accounting year and performance against this indicator remains at risk of falling within the bottom quartile at year end. The service has undertaken an in depth review of appeal performance. Whilst the number of decisions accounted against this indicator are relatively small, there is scope for improvement. A number of actions have been identified including training, improvements to report templates, standardising the approach for appeal submissions, liaison with the Planning Inspectorate, guidance and procedural improvements. This indicator will remain an important measure for the quality of decision making locally, even though it is dropped as a national indicator after this accounting year.													

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BV-205 CP-PL51 CPA-E43	Quality of the planning services checklist	Planning	Quarterly %	Rise	N.A.	N.A.	See Comments	See Comments		100	88.9	93.6	4	No concerns
Comments	<p>It is not currently possible to set a target for or report the progress of this indicator because guidance has not yet been issued by the Audit Commission. This will clarify what should be included in the count for this indicator, especially as regards the Pendleton Survey (survey of Planning Service accessibility against a pre-defined list). A charter for major development applications, currently in draft, will be implemented by March 2008, focusing on the most complex and large-scale developments. This will also have a bearing on future performance of this indicator.</p> <p>Resourcing issues mean that we cannot provide pre application advice for every application type and size in all forms. The electronic scanning project has been delayed due to technical and resourcing issues and other improvements outlined in the strategic review are being progressed.</p> <p>If the existing methodology is used the 06/07 Year End Result would be 72.2%, these results will be confirmed when the guidance has been received.</p>													
LKI-HM1	Percentage of repairs to urgent damage to roads and pavements which were carried out within 14 days from the time the Authority first becoming aware of the damage	Road Maintenance	Quarterly %	Rise	99.79	96.50	99.20	99.48	↓	N.A.	N.A.	N.A.	N.A.	No concerns
Comments	<p>Year to date the service has attended to over 850 more jobs compared to last year. Despite the weather and the fact that the service's workload increases at this time of year due to essential road maintenance (e.g road gritting), the service has provided a high level of service with performance remaining strong, and with year end predictions indicating that the service will achieve its target.</p> <p>In terms of the target set for 2007/08, this has been set at this level to reflect the major impact that the weather can have on the level of performance on this measure.</p>													
LKI-HM2	The percentage of repairs to dangerous damage to roads and pavements which were carried out within 24 hours from the time of the authority first becoming aware of the damage.	Road Maintenance	Quarterly %	Rise	99.60	97.00	98.68	98.87	↓	N.A.	N.A.	N.A.	N.A.	No concerns
Comments	<p>Year to date the service has attended to over 1600 more jobs compared to last year. Despite the weather and the fact that the service's workload increases at this time of year due to essential road maintenance (e.g road gritting), the service has provided a high level of service with performance remaining strong, and with year end predictions indicating that the service will achieve its target.</p> <p>In terms of the target set for 2007/08, this has been set at this level to reflect the major impact that the weather can have on the level of performance on this measure.</p>													
BV-106 CPA-E23	Percentage of new homes built on previously developed land	Strategy and Policy	Quarterly %	Rise	96.92	92.00	92.13	92.46	↓	96.92	65.93	96.18	3	No concerns
Comments	<p>Figures to end of December are 1089 out of 1182 brownfield housing completions (gross) Brownfield completions continue to run at a high level in line with UDP policy.</p> <p>Since mid 2000 it has been the Council's policy to provide the majority of housing on previously used (brownfield) sites. During this time, a general embargo on the release of previously un developed sites has been in operation, except in occasional exceptional circumstances and this has been largely successful. The proportion of completions on brownfield land has risen from 74% in 2000-1 to 97% in 2006-7. The latest quarterly figures are a little below this because one very large greenfield site (Sharp Lane) is currently under construction; this will moderate brownfield performance for some time to come. Much more information about the operation of housing land policy is in Housing Land Monitors which are published twice a year.</p>													

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BV-215a	The average number of days taken to repair a street lighting fault which is under the control of the local authority	Street Lighting	Quarterly Days	Fall	12.11	5.00	5.86	5.90	↑	3.07	6.71	6.13	8	Some concerns
Comments	<p>Year to date, the average number of days to repair a street lighting fault has fallen markedly compared to the same period last year however, performance is still below target, and it is unlikely that we will achieve the year end target. As job numbers tend to increase during quarters 3 and 4 (due to the darker nights) it is predicted that year end performance will be in the region of 5.90 days.</p> <p>Performance was hindered in December by the bank holidays as performance on the indicator is measured in calendar days not working days. Also, the issue of old jobs within the system (some over 100 days old) that are only just being attended to adversely affected our performance. This issue will again be raised with SEC. Despite this, we are still above the core cities average for performance on this indicator.</p> <p>In terms of innovation, SEC will be introducing the use of GIS based hand held terminals for the crews to use during quarter 4. This should remove a lot of the issues associated with data quality. With regard to data quality issues, further audits of the information provided by SEC showed that the quality of information for both part a and b of the indicator continues to improve.</p>													
BV-215b	The average time taken to repair a street lighting fault where response time is under the control of a Distribution Network Operator (DNO)	Street Lighting	Quarterly Days	Fall	27.87	14.00	27.68	30.13	↓	14.83	34.82	31.48	4	Some concerns
Comments	<p>The 14 day target agreed to by SEC in the output specification of the contract is dependent on the performance of YEDL. Over the last quarter there have been issues with the YEDL depot in Bradford. Jobs weren't being completed and the quality of the work performed was poor and generating extra maintenance work for SEC. These issues have been escalated to the Head of Repairs for YEDL and the PFI Contract Manager.</p> <p>In terms of the work not being completed, this impacted on performance in October particularly, with the average number of days increasing significantly. As the quarter progressed, the average number of days improved, with November and December averaging at 14.64 days. However, this data is yet to be audited. Although SEC is currently running below target, they are still performing significantly better than the core city average of 31.48 days. In terms of year end performance, it is predicted that SEC will achieve around 30.13 days. In the longer term, performance may be adversely affected by OFGEM who are proposing a national service level agreement of 25 days for repairs.</p>													
LKI-SL2	Percentage of street lamps not working as planned	Street Lighting	Quarterly %	Fall	1.02	1.50	1.20	1.50	↓	N.A.	N.A.	N.A.	N.A.	Some concerns
Comments	<p>These results were provided by SEC. The PFI Contracts Team have expressed some concerns over the validity of these figures and are working with SEC to rectify this.</p>													