



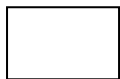
## Report of the Head of Policy, Performance and Improvement

Meeting: Scrutiny Board (City Development)

Date: 19<sup>th</sup> February 2008

Subject: Performance Report Quarter 3 2007/08

### Electoral Wards Affected: All



Ward Members consulted  
(referred to in report)

### Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

## 1 Executive Summary

- 1.1 This report discusses the key performance issues considered to be of corporate significance identified for the City Development Directorate as at 31<sup>st</sup> December 2007.

## 2 Purpose of the Report

- 2.1 The purpose of this report is to present the key areas of under performance at the end of Quarter 3 (1<sup>st</sup> October to 31<sup>st</sup> December 2007).

## 3 Background Information

- 3.1 This 'highlight report' has been prepared in readiness for the Accountability process, which includes the CLT meeting on 29<sup>th</sup> January 2008, Leader Management Team on 31<sup>st</sup> January 2008, Overview and Scrutiny Committee on 5<sup>th</sup> February 2008 and each of the scrutiny boards for the February cycle of meetings.
- 3.2 The issues discussed in this report have been identified because performance in these areas impacts upon one or more of the following; the delivery of effective services, the delivery of our corporate priorities; our CPA score; or our ability to deliver efficiency savings. This report is supported by detailed PI information.
- 3.3 Any improvement in service assessment scores should potentially have a positive impact on the council's Direction of Travel assessment and overall CPA Star Rating.

## 4 Performance Issues

- 4.1 **BV-215a The average number of days taken to repair a street lighting fault which is under control of the local authority**

**BV215b The average number of days taken to repair a street lighting fault which is under the control of a Distribution Network Operator (DNO)**

(i) Performance on the repair of street lights that are under the control of the local authority (BV-215a) has improved significantly when compared to 2006/07, from 12.11 days to a predicted 5.90 days. Unfortunately, the targeted performance for the year is likely not to be met, especially given a likely increase in jobs during the winter months.

(ii) Performance over the last quarter was adversely affected by the number of bank holidays (the measure is on calendar days) and several old jobs which are still on the system which have not yet been closed. Even so the performance reflects real improvements over the last six months when compared to performance at the start of the PFI scheme, and performance is good when compared to the Core Cities average.

(iii) Performance on the repair of lights that are under the control of a DNO is less positive, with no improvement on last year and performance well below the target. Performance against this measure is heavily dependent on the performance of YEDL (the DNO in this case). Over the last quarter YEDL have had issues with their depot in Bradford, with incomplete jobs and the quality of work, which has generated extra work for SEC. These issues have been escalated to the Head of Repairs for YEDL and the PFI Contract Manager.

(iv) As the quarter has progressed performance has improved, with November and December 2007 averaging 14.64 days, and although this is still below the target figure of 14 days, it is significantly above the Core Cities average of 31.5 days. It should also be noted that future performance against this indicator may be adversely affected by OFGEM, who are proposing a national service level agreement of 25 days for repairs, well below our current target.

**4.2 BV 204 The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications.**

(i) 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 numbers 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.

**4.3 BV 109 Percentage of planning applications determined in line with the development control targets.**

(i) 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.

**5.0 Recommendation**

5.1 That the City Development Scrutiny Board note the Quarter 3 performance information and highlight any areas for further scrutiny.