2011/12 Environment & Neighbourhoods Directorate Scorecard   **Reporting Period :**   **Quarter 3 2011/12**

Directorate Priorities	Progress Summary	Overall Progress	Supporting Measures	Q1	Q2	Q3	Q4
Deliver the Safer and Stronger Board City Priority Plan, with a focus on reducing burglary levels, increasing confidence in relation to Anti Social Behaviour and improving cleanliness	Inaugural meeting of the Board took place 28 September - TORs agreed and work programme in development. Next meeting scheduled for 27 January with main agenda item "Restorative Approaches"	Amber	N/A	N/A	N/A	N/A	
Create the environment for effective partnership working	Robust governance arrangements and a schedule of meetings are in place for the Board.	Green	N/A	N/A	N/A	N/A	
Improve Recycling rates	Full quarter figures are not available until a month after the quarter end. Current RAG of Amber reflects the potential risk of not achieving the Target of 41.32% following the slight dip in performance from Q2. The dip can be explained by seasonal variation whereby the collection of garden waste is suspended and street arisings are predominantly leaf-fall rather than sweepings.	Amber	Increase percentage waste recycled	41.19%	PROV 39.69% (YTD 40.46%)	YTD 39.75% to end Nov	
Improve refuse service reliability	The result represents the average number of missed bins per 100,000 from the start of the year (April). Q3 includes the Christmas period (which always brings challenges as collection days are changed) and the day of industrial action which led to 200+ customer contacts that have been included within the result. Implementation of Route Optimisation has brought changes to usual collection days/times and some routes will need further changes. Residual bins (black) collections alone were well within the target of 50 misses per 100,000 collections in both October and November. Green and Brown bin collections have proved to be more problematic and the reasons for this are being considered.	Amber	Reduce number of missed bins per 100,000 collected	NA	98	95	
Ensure that local neighbourhoods are clean	Site Surveys (as per indicator NI195) were undertaken during November/December. Although data from two wards is still awaited, indicative results suggest a general improvement in the level of cleanliness across all areas of the city when compared to the 10/11 results (City-wide 10/11 result 9.1%). Perception of service to be considered through the Citizen Panel.	Amber	Reduce percentage of streets with unacceptable levels of litter (ANNUAL)	NA	NA	7.6% PROV	
Reduction in Burglary levels	Joint efforts of partners on burglary reduction and improved coordination of effort throughout the year is now delivering results. December performance was the best in the last 10 years and we continue to 'turn the curve'.	Green	Reduce number of burglaries		4255	1790 (6045)	

Self Assessment
No performance related issues