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Gary Ridley Chief Executive

13th May 2008

Dear Councillor,

I hereby give you Notice that a Meeting of the **COMMUNITY SERVICES COMMITTEE** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, CROOK** on **WEDNESDAY 21st MAY 2008 at 6.00 P.M.**

AGENDA

1. Apologies for absence.
2. Declarations Of Interest

Members are invited to declare any personal and/or prejudicial interests in matters appearing on the agenda and the nature of their interest.

Members should use either of the following declarations:

Personal Interest – to be used where a Member will be remaining and participating in the debate and any vote:

I have a personal interest in agenda item (...) regarding the report on (...) because I am (...)

Personal and Prejudicial Interest – to be used where a Member will be withdrawing from the room for that item:

I have a personal and prejudicial interest in agenda item (...) regarding the report on (...) because I am (...)

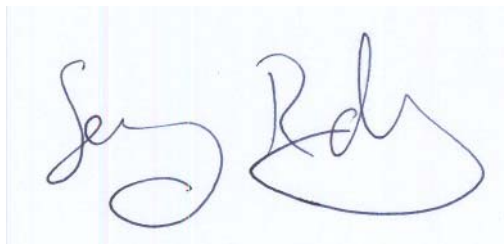
Officers are also invited to declare any interest in any matters appearing on the agenda.

NOTE: Members are requested to complete the enclosed declarations form and, after declaring interests verbally, to hand the form in to the Committee Administrator.

3. To consider leisure complex improvements. 1 - 3
4. To consider the Community Department capital programme. 4 - 6

5. To consider the achievements and outcomes arising from the Community Department's Service Plan in 2007/08. 7 - 23
6. To consider how the Community Department has performed against Performance Indicators and Service Standards in 2007/08. 24 - 34
7. To consider such other items of business which, by reason of special circumstances so specified, the Chairman of the meeting is of the opinion should be considered as a matter of urgency.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Sey Rd', is written on a light blue background.

Chief Executive

Members of this Committee: Councillors Mrs Bolam, Mrs Carrick, Ferguson*, Gale, Mrs Hardaker, Harrison, Kay, Kingston, Laurie, Murphy, Miss Ord, Perkins, Mrs Pinkney, J Shuttleworth, Mrs Todd*, Ward and Zair.

*Ex-officio, non-voting capacity.

Chair: Councillor Perkins

Deputy Chair: Councillor Mrs Hardaker

TO: All other Members of the Council for information
Management Team

DECLARATIONS OF INTEREST FORM

NAME AND DATE OF COMMITTEE	AGENDA ITEM NUMBER	NATURE OF INTEREST AND REASONS	PRINT NAME	SIGNATURE

COMMUNITY SERVICES COMMITTEE

21 MAY 2008

Report of the Assistant Director Policy and Resources
LEISURE COMPLEX IMPROVEMENTS

purpose of the report

To advise Committee of capital improvements at Glenholme Leisure Complex, Crook and seek approval to carry forward capital allocation for 2007/2008 for Leisure Centre Improvements.

background

2. Capital was allocated within 2007/2008 for major refurbishment to both Woodhouse Close Leisure Complex and Glenholme Leisure Complex, of £50,000 and £40,000 respectively. Works were identified as a response to customer consultation, and to make enhancements that would increase usage at facilities. Satisfaction with changing facilities has consistently been below accepted satisfaction rates.
3. Because of the nature of these works, removal of the Octopus slide and enlargement of water space at Woodhouse Close, and changing room conversion at Glenholme both projects required pool closure.
4. Contractor's estimates were for 4 weeks at Woodhouse Close and 5 weeks at Glenholme. Works were identified for December 2007 at Woodhouse Close, reopening in early January 2008. Down time for Glenholme was originally planned for late February 2008 with the pool to re open in late March 2008.
5. Significant contractor delays meant that the swimming pools at Woodhouse Close were not fully open until 3rd March 2008. With the swimming pools out of action many swimmers were being accommodated at Glenholme, as well as other nearby pools. A number of clear weeks between closures for each leisure complex was required in case of further problems. Had we closed both complexes at the same time this would have caused great inconvenience, and would have compounded loss of revenue.
6. It is estimated that extended closure at Woodhouse Close resulted in a reduction of income in the region of £35,000. Closure of Glenholme Leisure Complex pool for capital works at the same time or directly afterwards would have added a further £20,000 of income loss within the same financial year. With no provision for swimming within Wear Valley this could have had extreme effects of losing large numbers of regular customers to other non Wear Valley swimming pools which was necessary to avoid.

7. Further enhancements and refurbishment were planned for this year at Glenholme Leisure Complex, to replace end of life facilities (Sauna) and improve access to customers (café and exercise area). As the capital bid for the next stage of refurbishment at Glenholme Leisure Complex for 2008/2009 was successful, it was believed that some of these works should be undertaken at the same time, in order to reduce the overall closure period, disruption to customers and the negative effect of income loss.
8. The works to Woodhouse were contained within the £50,000 budget allocation.

financial implications

9. Improvements to Glenholme Leisure Complex
2007/2008 budget £40,000
Spend as at 31.03.08 £0
10. 2008/2009 budget £105,000

legal implications

11. Legal implications come under the management of Health and Safety, and are incorporated into the vetting of the contractor(s) and permit to work.

human resource implications

12. There are no human resource implications; management of the project is incorporated into the workloads of the Leisure Centre Manager, the councils Facility Manager and the Health and Safety section.

crime and disorder implications

13. There are no crime and disorder implications

equalities implications

14. This project seeks to improve equality, by improving disability access, creating improved provision for children, and school groups and provide better privacy for key groups taking part in exercise classes.

conclusion

15. In order to reduce the negative effects to customers and loss of income to the authority capital works planned for February 2008 were postponed until April 21st 2008, to be jointly coordinated with capital works for 2008/2009.
16. So that all works can be completed to Glenholme LC it will be necessary to carry forward £40,000 from 2007/2008 to into 2008/2009.

RECOMMENDED

1. Committee approves the carry forward of underspent capital from the Glenholme LC from 2007/08 to 2008/2009.

Officer responsible for the report	Author of the report
David Milburn AD Policy and Resources Ext 379	Andrew Frankcom Acting Head Community and Cultural Services Ext 221

COMMUNITY SERVICES COMMITTEE

21 MAY 2008

Report of the Assistant Director Policy and Resources
CAPITAL PROGRAMME – COMMUNITY DEPARTMENT

purpose of the report

To request Committee approval to carry forward underspends from the capital programme 2007/08 into the financial year 2008/09

background

- 1 Council set the capital budget in February 2007. Subsequent additional capital allowance was approved by Special Council on 4 September 2007.
- 2 Major schemes identified included improvements to the Elite hall at Crook for Community use and improvements to parks and leisure provision.
- 3 A number of the capital projects have been successfully delivered including purchase of new grounds maintenance machinery, recycling and refuse vehicles.
- 4 There are, however a number of schemes that, due to the need to ensure community and customer involvement, have not yet started on site. These schemes are listed below –
 - Elite Hall Improvement Programme – the works are scheduled to commence during 2008/09. An architect's brief has been produced following extensive consultation with various community groups including Jack Drum Arts and Crook Choral Society.
Underspend of £500,000
 - Improvement to Parks – works have been designed and are due to commence soon to Jubilee Meadows, Willington. The budget is focussed on the achievement of a Green Flag Award for the park and to improve customer satisfaction.
Underspend of £50,000
 - Improvements to the refuse and recycling service – consultation continues with various stakeholders to improve performance. The budget will allow the Council to continue to work with the County Council towards the new unitary authority's waste management.
Underspend of £268,446

- Youth Sport and Recreation Provision – grants and contribution towards community based recreational and play facilities.
Underspend of £28,000
- Youth Provision (SLAM) – major enhancements to Spectrum Leisure Complex to improve facilities for your sport and recreation provision. Works will seek to reduce anti-social behaviour by providing diversionary activities. Works are currently on-going.
Underspend of £186,003
- Shared Leisure Facilities, Bishop Auckland – the design works are progressing at present following extensive consultation with St. John’s School, residents and the County Council. Budget allowance for fees for consultants on the project.
Underspend of £49,903
- Disabled Facilities Grants – following Central Resources Committee on 16 January 2008 the budget allocation has been delivered to the most vulnerable of our society according to need. The Council aims to continue delivering these very successful projects during 2008/09.
Underspend of £275,496
- Extension and adaptations at Bishop Auckland – the project is for a ‘one-off’ disabled adaptation to a family home to suit specific needs. Works are on-going and will be complete during May 2008.
Underspend of £29,175

financial implication

- 5 Committee should note the figures quoted as ‘underspends’ are as at 31 March 2008.
- 6 The report highlights the extent of underspends and proposes to carry these resources into the current financial year.

summary

- 7 It has been found necessary to carry forward a number of budget allocations from 2007/08 into 2008/09. Members will be pleased to note that these projects will be delivered during 2008/09 and be focussed on key priorities around community engagement, youth provision and assisting the elderly and infirm.

RECOMMENDED

- 1 Committee approves to carry forward budget underspends from the financial year 2007/08 identified in the report into the financial year 2008/09.

Officer responsible for the report

David Milburn
AD Policy and Resources
Ext 379

Author of the report

David Milburn

COMMUNITY SERVICES COMMITTEE

21 MAY 2008

Report of the Strategic Director of the Community
**COMMUNITY DEPARTMENT SERVICE PLAN – IMPLEMENTATION UPDATE –
YEAR END 2007/08**

purpose of the report

To provide Committee with a progress report about the achievements and outcomes arising from the department's Service Plan in 2007/08.

background

1. The Community Department's Service Plan was approved at Committee on 5 July 2007.
2. The Service Plan included an action plan, detailing actions to be implemented to achieve the work of the department during 2007/08.
3. The department established a new performance management framework in July 2007. Within this was a requirement to provide a six-monthly update to Committee, advising on progress made in implementing the Service Plan. This was revised to a quarterly update in October 2007.
4. Committee received an implementation update on 27 February 2008, covering the period October-December 2007.

progress update

5. The table in Annex A of this report highlights the achievements and outcomes of officers against relevant actions within the Action Plan throughout 2007/08.

RECOMMENDED

1. Committee notes the progress made towards implementing the Community Department Service Plan.

Officer responsible for the report
David Milburn
AD Policy and Resources
Ext 379

Author of the report
Alex Smith
Policy and Performance Officer
Ext 461

Service Plan Action	Achievements and Outcomes
1.1 We will pursue a programme of development and accredited qualifications through the Community Sport programmes, facilities and arts development programme.	<ul style="list-style-type: none"> • Qualifications gained by 110 people in first aid, sports coaching and youth arts training.
1.2 We will continue to develop sport and recreation modern apprenticeship programme	<ul style="list-style-type: none"> • Modern apprenticeship programme continued.
1.3 We will work with B/A College and schools to continue referring young people to NVQ Football and Sports Academy.	<ul style="list-style-type: none"> • 17 young people referred to Bishop Auckland college
1.4 We will investigate with education partners the development of shared responsibility contracts for young people at risk.	<ul style="list-style-type: none"> • To be discussed as part of work streams for LGR
1.5 We will maximise use of Council's fixed facilities from all Wear Valley outreach programmes.	<ul style="list-style-type: none"> • 273 new users of fixed facilities through WOW, Wear Walking for Health, CPAC and GP Referrals. • Delivery of Ton Up Challenge at Peases West • County school swimming programme in place for 2008. • Glenholme used by Parkside Comprehensive School (25 participants), Bishop Auckland College (32 participants) and Bishop Barrington School (12 participants).

Service Plan Action	Achievements and Outcomes
<p>1.6 We will continue to deliver CPAC, Positive Futures, WOW, Walking the Way to Health, Arts Development Programme and Sports Club Development throughout the district.</p>	<ul style="list-style-type: none"> • CPAC – 11,138 service users with average satisfaction of 87%. • WOW! – 820 registered users with average satisfaction of 96%. 655 registered users of legacy gyms. • Wear Walking for Health – 224 service users with average satisfaction of 96%. Average satisfaction of walk leaders of 98% • Arts – 32 events delivered to 5530 people with average satisfaction of 87%. 207 education sessions also delivered to 4540 people. • Sports Clubs – 7 new clubs established and £101,761 of funding secured for clubs with average satisfaction of 96% for new clients and 91% for existing clients.
<p>1.7 We will mainstream CPAC posts</p>	<ul style="list-style-type: none"> • All posts mainstreamed in 2008/2009 budget.
<p>1.8 We will provide a balanced activity programme that meets the needs of the community at fixed facilities.</p>	<ul style="list-style-type: none"> • Consultation returned satisfaction scores of: <ul style="list-style-type: none"> - 82% for the opening times at Glenholme Leisure Centre. 94% at Woodhouse Close Leisure Complex. - 88% for the range of activities through the pool programme at Glenholme. 83% at Woodhouse Close. • New pool programme developed at Glenholme from May 2008, following the refurbishment of the changing facilities. • Refurbishment of swimming and changing facilities at Woodhouse completed. • QUEST assessment score of 65% (2% increase on 2006/07) at Glenholme and 70% (5% increase on 2006/07) at Woodhouse Close.

Service Plan Action	Achievements and Outcomes
1.9 We will contribute to the reduction of health inequalities within Wear Valley by working with external partners	<ul style="list-style-type: none"> • Exercise Referral and Cardiac Rehab – 613 users received assistance with average satisfaction of 100%. • CPAC funding of £14K, from Positive Futures, received for 2008/09 • One off £15K payment from the PCT received to deliver community based referral provision. • £11K capital spend received from the PCT, as recognition of the success of the Weight No More programme – money will buy new equipment for the Annex area at Woodhouse Leisure Complex.
1.10 We will ensure WOW has coverage across the district to enable people to start physical activity	<ul style="list-style-type: none"> • In 2007/2008 WOW! delivered in Staindrop, Middleton, Stanley Crook, Eldon Lane, Hunwick, Escomb, Watergate Estate Crook • WOW! mainstreamed in 2008/2009 budget. • 7 community fitness suites (e.g. legacy gyms) now in operation with a further two in development following consultation.
1.11 We will maintain levels of provision for cardiac rehabilitation and exercise referral	<ul style="list-style-type: none"> • 7 courses delivered in 2007/08, equating to 68 hours of service delivery per week • Plans developed to pilot extra provision using WOW! Legacy sites in 2008/09. • Also, see 1.9 above.

Service Plan Action	Achievements and Outcomes
<p>1.12 We will identify services, which contribute to the health agenda and introduce relevant activities and services</p>	<ul style="list-style-type: none"> • Excellence in Weight Management award received from the National Obesity Forum – 72 users in it's first year • 195 memberships generated through Visions promotions • Funding secured to allow delivery of 'Good For The Soul', 'Ton Up Challenge', Positive Futures and 'WWFH' • 51 children passed school booster swimming sessions • 10 regular participants at Woodhouse Fit Teen sessions • 5 successful external bids received for funding through Communities for Health. Projects to begin planning/delivery from April 2008 onwards. • Additional funding awarded to WVDC's 'Good for the Soul' and Wear Walking for Health 'Ton Up Challenge' projects. • Further offer of £70K received from Department of Health for NHS Lifecheck initiative. Discussions to take place with PCT and existing Communities for Health projects to investigate possible uses. • CPAC and Arts Development programme has been involved in DVD Alcohol Awareness Project – 'Think Twice' funded from Communities for Health.
<p>1.13 We will continue to work on the community facility model in Bishop Auckland</p>	<ul style="list-style-type: none"> • Council agreed to fund development with £6.5m Capital • Football development plan completed with partners in June 2007; to be submitted to the Football Foundation once planning application is completed.
<p>1.14 We will consider the future of under used Council owned and land community buildings across the district.</p>	<ul style="list-style-type: none"> • Asset management group is in the process of assessing the sustainability of all Council owned community buildings. • Sustainability of Council owned land being considered as part of Open Space Strategy.

Service Plan Action	Achievements and Outcomes
1.15 We will investigate the need and where appropriate, provide growth bids to mainstream remaining externally funded posts.	<ul style="list-style-type: none"> • Wear Walking for Health Officer, Sports Club Development Officer, CPACs and WOW! all mainstreamed into 2008/2009 budget.
1.16 We will develop and implement Community Sports Networks/ Sporting Hubs	<ul style="list-style-type: none"> • CSN Plan developed. Agreed terms of reference and structure with partners at first CSN meeting in January 2008; further meetings scheduled. • Bid submitted to Sport England to secure funding to allow the appointment of an Adult Participation in Sport Officer to coordinate the activities of the CSN.
1.17 We will review leisure provision across the district in response to the Annual Audit Letter 2007.	<ul style="list-style-type: none"> • Leisure Strategy approved by Committee.
2.1 We will develop challenging Service Standards in partnership with service users and stakeholders, which are tailored to meet local need	<ul style="list-style-type: none"> • Service standards developed in consultation with stakeholders and made available to public in Council offices and online • Performance reporting shows that 71% of indicators were on target; 10% were within 10% of the target and 19% were more than 10% off target.
2.2 We will implement the Council's Access and Customer Care Strategy and accompanying policies	<ul style="list-style-type: none"> • Corporate Customer Care Strategy approved and Access to Services working group established. • Programme of customer care and community involvement training attended by all Community staff • Opportunity Menu and Consultation Guide produced • Citizens Panel, (Future Aspects) launched with 250 members as of April 2008.

Service Plan Action	Achievements and Outcomes
2.3 We will develop the website and a series of leaflets to guide access to services, provision of services and timeliness of services	<ul style="list-style-type: none"> Website content updated, with service standards / service leaflets and service developments on an ongoing basis.
2.4 We will develop a customer profile	<ul style="list-style-type: none"> Customer profiling package purchased from Mosaic.
2.5 We will establish systems to collect analyse and use information gathered by the customer profile and share the information with managers, staff and Councillors.	<ul style="list-style-type: none"> Initial work undertaken to provide profile information for pilot services.
2.6 We will strengthen and co-ordinate our benchmarking skills and membership of benchmarking clubs to monitor VFM issues	<ul style="list-style-type: none"> Analysis of current benchmarking position completed, which revealed very limited usage across services.
2.7 We will continue to integrate services across departments to ensure effectiveness and efficiency (i.e. graffiti and Community Safety)	<ul style="list-style-type: none"> See 1.5 for examples of joint working.
2.8 We will develop staff through regular training, mentoring and job shadowing. This will be supported with a comprehensive training plan and the PDP Process	<ul style="list-style-type: none"> PDP process completed.
2.9 We will monitor sickness and act promptly to return staff to work	<ul style="list-style-type: none"> Average sickness for Community Department was X days.
2.10 We will enhance partnership working by helping communities to manage assets, review participation in partnerships and sharing resources	<ul style="list-style-type: none"> The CIT have visited all but two of the local Residents Associations. These meetings will now take place in January/February 2008.

Service Plan Action	Achievements and Outcomes
2.11 We will develop policies and strategies for engaging with hard to reach groups in activities and ensuring they have equal access to services.	<ul style="list-style-type: none"> • Development of strategy progressing corporately on Equality Impact Assessments.
2.12 We will use feedback from complaints, satisfaction surveys and findings from the Citizens Panel to develop and improve services	<ul style="list-style-type: none"> • First Citizens Panel (Future Aspects) consultation completed in March 2008, with a 55% response rate; an action plan is being developed. • 1,789 surveys were returned in 2007/08, covering Arts, CPAC, Exercise Referral and Cardiac Rehab, Fixed Leisure Facilities, Grounds Maintenance, Homelessness, Private Sector Team, Refuse, Recycling and bulky waste collections, Sports Clubs, Street Cleaning, Street Wardens, Wear Walking for Health and WOW! • Results of satisfaction surveys are reviewed at monthly Performance & Improvement Forums and necessary actions agreed. Findings have been used to review service standards for 2008/09.
2.13 We will regularly update service improvement plans to assess progress and outcomes for residents	<ul style="list-style-type: none"> • Service plan progress reports provided to Committee on a quarterly basis. • Re-categorisation action plan not developed as result of inspection report not received.
3.1 We will assist in the production of a County Durham Strategic Housing Market Assessment (HMA).	<ul style="list-style-type: none"> • Housing Needs Survey and Stock Condition Survey underway, completion dates set for July 2008. • Durham Sub-Regional Housing Strategy HMA in progress.
3.2 Update the Housing Needs Survey (HNS) following the completion of the Strategic Housing Market Assessment.	<ul style="list-style-type: none"> • Housing Need Survey tendered and awarded to ARC4.
3.3 We will bid to develop and fully implement a Landlord Accreditation and Empty Property Scheme.	<ul style="list-style-type: none"> • Landlord Accreditation Scheme fully endorsed by Housing Services Committee. Scheme officially launched in January 2008.
3.4 We will produce a master plan / Area Development Framework for the Councils priority areas.	<ul style="list-style-type: none"> • Ongoing; linked to sub-regional work and Coalfields regeneration.

Service Plan Action	Achievements and Outcomes
3.5 We will work in partnership with the Regeneration Department on the implementation of the English Partnerships Coalfield Study	<ul style="list-style-type: none"> Continued to contribute to the sub-regional housing group; working towards getting works underway in Wear Valley by 2009/10.
3.6 We will develop an Affordable Housing Strategy in partnership with the LSP's Housing Thematic Group.	<ul style="list-style-type: none"> Housing needs survey underway, this document will form the basis of an affordable housing strategy. Completion of the affordable housing strategy is set for November 2008. Workshop on Affordability and Market Exclusion issues with key stakeholders and partners to be undertaken once results of the Housing Needs Survey are available.
3.7 Commission private sector housing stock condition survey	<ul style="list-style-type: none"> Stock condition survey to be undertaken by Property Tectonics, pending approval of the method statement by Committee
3.8 Progress DHS to vulnerable households in the Private Sector.	<ul style="list-style-type: none"> As of January 2008, the Home Improvement Agency completed 2 Housing Grants to achieve Decent Homes in the Private Sector; this function has now returned to the Private Sector Housing Team. Funding applications submitted to charitable organisations for relevant and suitable clients.
3.9 To bring all Public Sector Properties up to DHS	<ul style="list-style-type: none"> Housing Grants Policy revised and implemented; further revisions to be discussed as part of LGR to achieve a common policy.
3.10 To continue to contribute to the County Durham Homeless Action Partnership (HAP)	<ul style="list-style-type: none"> 100% attendance at the County Durham Homeless Action Partnership (HAP) to develop county wide services and standards to maximise choice for homeless and potentially homeless persons Continued membership of the steering Group for a Joint Protocol for 16-17 Year olds Continued membership of the Support to Talk Steering Group Continued membership of the Tees Valley Housing Stakeholders Group for Young Single Parents Scheme (Coney Avenue, Bishop Auckland)

Service Plan Action	Achievements and Outcomes
3.11 Help prevent homelessness by offering housing advice and support	<ul style="list-style-type: none"> • 100 less homeless applications / housing advice interviews in 2007/08; 373 compared to 473 in 2006/07 • Emergency accommodation was used at Dellside, Willington on 28 occasions, compared to 23 in 2006/07 • 9 Joint protocol assessments completed, compared to 13 in 2006/07 • Overall time taken to decide on a homeless case was 6.5 days, against a target of 9 days (performance was 10.1 days in 2006/07). • Average time taken to decide on a homeless case was 6.5 days against a target of 9 days, with 99% of cases decided within 33 working days target. • 373 homeless applications / interviews processed • 89% of cases seen within 3 working days of an initial contact • Average satisfaction score of service users was 85%.
3.12 We will respond to all complaints of anti-social behaviour cases effectively	<ul style="list-style-type: none"> • A 'Tackling ASB Plan' was developed with partners.
3.13 We will respond appropriately to Racial Harassment and Hate Crimes.	<ul style="list-style-type: none"> • Multi-agency action Plan developed as part of implementing the Council's Racial Harassment and Hate Crime Strategy • Continued implementation of the Community Safety Strategy • Continued to work in partnership with D&VH, with D&VH becoming signatories to the Respect Standard • Service standards developed, which require the removal of associated graffiti within 24 hours. See 3.27 for performance figures.

Service Plan Action	Achievements and Outcomes
3.14 We will reduce violent crime	<ul style="list-style-type: none"> • 854 offences of violent crime as of January 2008 (target YTD January 2008 was 937) • Action plan for town centres developed and due to be considered by CDRP.
3.15 We will reduce the hidden crime status of domestic abuse	<ul style="list-style-type: none"> • 6 training sessions and 14 awareness talks facilitated about recognising and dealing with signs of domestic abuse as part of ongoing work with partners. • Plans to deliver Domestic Violence training to 30 Housing staff within the Council and Dale & Valley Homes. • Domestic Violence Forum established with neighbouring authorities.
3.16 We will reduce repeat victims of domestic abuse by 10%	<ul style="list-style-type: none"> • Arrangements established with Victim Support to co-facilitate the training of 20 domestic violence support volunteers.
3.17 We will reduce theft of a vehicle and theft from a vehicle	<ul style="list-style-type: none"> • 409 vehicles crimes (theft of and from a vehicle) as of January 2008 (target YTD January 2008 was 467)
3.18 We will reduce incidences of criminal damage	<ul style="list-style-type: none"> • Action plan to be developed for 2008/09 to tackle criminal damage and Anti-Social Behaviour.
3.19 We will disrupt the supply of illicit class A drugs and get more offenders into treatment and out of crime	<ul style="list-style-type: none"> • PPO monitoring project implemented with partners.
3.20 We will reduce the number of repeat victims of racial harassment	<ul style="list-style-type: none"> • Continued to implement the Racial Harassment and Hate Crime Strategy
3.21 We will work in partnership with agencies to try to stop re-offending	<ul style="list-style-type: none"> • Development of the HARP Protocol is ongoing
3.22 We will reduce fear of crime so we are no longer the second highest in the County	<ul style="list-style-type: none"> • CDPR action plan to be rolled out in 2008/2009.

Service Plan Action	Achievements and Outcomes
3.23 We will deliver services that reduce house burglary	<ul style="list-style-type: none"> • 184 burglaries of dwellings offences as of January 2008 (target for YTD January 2008 was 133) • Action plan to be considered by CDRP.
3.24 We will implement the measures of the Respect Standard for Housing Management	<ul style="list-style-type: none"> • Dale & Valley Homes signed up to the Respect Agenda.
3.25 We will refocus the work of the Street Warden Scheme	<ul style="list-style-type: none"> • Greater Street Warden presence with the launch of weekly foot patrols, covering every street in Wear Valley, from January 2008 • All street wardens trained to deal with environmental offences and to issue Fixed Penalty Notices, e.g. fly tips, dog fouling, littering and abandoned vehicles. 66 Fixed Penalty Notices issued in 2007/08 • Recruited 6 wardens, with funding available for an extra 2 posts • Wardens trained to investigate fly-tipping: <ul style="list-style-type: none"> - Percentage of fly-tips removed within 2 working days increased from 80% in Quarter 2 to 91% in Quarter 4 - Resident satisfaction with the time taken to remove fly tips increased from 50% to 60% over the same period. - Street wardens have had in-house training and a training day with a fly tipping investigation officer from The Environment Agency, who provide extra support when large fly tips occur.
3.26 We will deliver services that contribute to a reduction in the fear of crime	<ul style="list-style-type: none"> • See 3.25

Service Plan Action	Achievements and Outcomes
3.27 We will take robust enforcement action to tackle Anti Social Behaviour	<ul style="list-style-type: none"> • Tenancy Enforcement Team continues to address breaches of Tenancy Agreement. • Revised performance monitoring mechanism developed. • Street Wardens attend monthly meetings with Dale & Valley Homes estate inspection staff; attended public meetings with resident groups and customer panel and contributed to clean up operations e.g. Eldon Lane in July and West Auckland in October 2007. • Percentage of non-offensive graffiti removed within 2 working days of being reported increased from 17% in Quarter 2 to 66% in Quarter 4. • Resident satisfaction with the Council's approach to reducing graffiti increased from 50% to 68% between June 2007 and March 2008. • No cases of offensive graffiti were recorded in 2007/08.
3.28 We will complete the Open Space Strategy to deliver sustainable improvements in the quality of public open space.	<ul style="list-style-type: none"> • Open Space Strategy currently being drafted for Committee approval in September 2008.
3.29 We will continue to work with partners to deliver safer estates	<ul style="list-style-type: none"> • Programme of estate inspections completed in partnership with Dale & Valley Homes • Resident satisfaction with the Council's approach to reducing litter increased from 60% to 64% between September 2007 and March 2008. • Percentage of dog fouling removed within 1 working day of being reported increased from 20% to 71% between September 2007 and March 2008. • 74% of drug-related litter, including needles was removed within 1 working day of being reported between September 2007 and March 2008.
3.30 We will improve burial services in line with audits of 2002 and 2006	<ul style="list-style-type: none"> • System implemented to check the quality of the deeds service

Service Plan Action	Achievements and Outcomes
3.31 We will seek partners to deliver sustainable improvements to the grounds maintenance service	<ul style="list-style-type: none"> • One-year contract extension for Grounds Maintenance partner, Sones, agreed by Committee. • Additional £50K allocated for parks in 2008/09 • Resident satisfaction with the condition of grassed areas on estates increased from 60% in September 2007 to 78% in March 2008.
3.32 We will implement a joined up approach towards all service contracts	<ul style="list-style-type: none"> • Pilot project to commence in the Dales during 2008/09. • To be discussed as part of work streams for LGR
3.33 We will develop a set of strategic aims and objectives for the development and management of local landscapes/neighbourhoods	<ul style="list-style-type: none"> • Action Plan developed to ensure the Neighbourhood Arrangements project reduces deprivation • Neighbourhood Arrangements launched in March 2008.
3.34 We will enhance green space provision and quality	<ul style="list-style-type: none"> • Regeneration of Glenholme Park agreed in partnership with Groundwork West Durham
3.35 We will develop a local Waste Management Plan (collection)	<ul style="list-style-type: none"> • Local Waste Strategy produced

Service Plan Action	Achievements and Outcomes
<p>3.36 We will continually improve recycling rates</p>	<ul style="list-style-type: none"> • 3 new recycling vehicles purchased to improve capacity • Awareness of recycling and waste minimisation raised through: <ul style="list-style-type: none"> - 5 x school assemblies - 13 x promotional events including National Recycle Now Week; Teddy Bears' Picnic at Auckland Castle; Climate Change event at BA Town Hall; Community Fayre at Bishop Auckland College; Christmas waste minimisation and recycling event at Bishop Auckland ASDA with Durham County Council; Annual Big Heap composting event at B&Q Bishop Auckland where 7 tonnes of free compost were given away; Wear Valley Food Festival where 5000 free re-usable cotton shopping bags were given away and St Catherine's Green Event in Crook. - 12 x talks and presentations to various groups including Tow Law and Wolsingham, students at Bishop Auckland College and Parkside School - 30 x press articles, including articles in Wear Valley Matters - Wheeled bin stickers with Christmas and New year collection information and Christmas card to all residents. - New banks for paper based liquid foods and drinks cartons have been installed at the recycling bring sites at: <ul style="list-style-type: none"> - North Bondgate car park - Woodhouse Close Leisure Complex car park - Willington High Street car park - Ward's garage in Frosterley - Romanway Industrial Estate, Bishop Auckland.
<p>3.37 We will seek options for the delivery of the refuse and recycling services to improve VFM and performance</p>	<ul style="list-style-type: none"> • Tender document issued for one agency provider for temporary staff • Procurement exercise underway to find alternative disposal options for recycling • Between September 2007 and March 2008: <ul style="list-style-type: none"> - Resident satisfaction with wheeled-bin collections increased from 81% to 88% - Percentage of missed wheeled-bins emptied within 2 working days increased from 63% to 74% - Resident satisfaction with green box collections increased from 72% to 81% - Percentage of missed green boxes emptied within 2 working days increased from 52% to 71%.

Service Plan Action	Achievements and Outcomes
3.38 We will work with partners to source new landfill sites and improved recycling facilities	<ul style="list-style-type: none"> • See 3.36
3.39 We will continue to ensure that the website clearly signposts refuse and recycling services and informs of waste management service standards	<ul style="list-style-type: none"> • Service standards leaflet is available to download, along with collection calendars and leaflets; website is regularly updated with collection notifications e.g. garden waste
3.40 We will update the current Recycling Plan	<ul style="list-style-type: none"> • Recycling Plan revised under new Local Waste Strategy (see 3.35)
4.1 We will use WVDC Communications and Consultation Strategy to develop a departmental consultation plan that employs a variety of techniques.	<ul style="list-style-type: none"> • Departmental Consultation Plan approved – first consultation via the Citizens Panel carried out in March 2008, to review standards of customer-care and waste management services • Consultation on service standards for 2008/09 undertaken, including a survey of all Allotment holders, on-site surveys at fixed leisure facilities and a focus group for residents to discuss the Street Warden Scheme. • Information collected from satisfaction surveys throughout 2007/08 used to review standards for Arts, CPAC, Exercise Referral, Homelessness, Private Sector Housing and Wear Walking for Health.
4.2 We will develop a performance management framework and plan to enable the use of complaints, surveys and information from the Citizens Panel to develop and improve services.	<ul style="list-style-type: none"> • See 2.12
4.3 We will revise a Housing Strategy to meet the needs of diverse communities.	<ul style="list-style-type: none"> • Future plans to be considered as part of work streams for LGR
4.4 We will develop longer term plans for the management/ improvement of the service	<ul style="list-style-type: none"> • Future plans to be considered as part of work streams for LGR
4.5 We will develop team “Work Plans”, that are related to the Service Plan and Personal Development Plans.	<ul style="list-style-type: none"> • Work plans monitored through monthly Performance and Improvement Forums.

Service Plan Action	Achievements and Outcomes
4.6 We will develop and implement a staff training and development policy, which is linked to work plans and PDPs.	<ul style="list-style-type: none"> • Future plans to be considered as part of work streams for LGR
4.7 We will develop and implement a plan to achieve the requirements of “Arts at the Strategic Centre”.	<ul style="list-style-type: none"> • New partnership agreement confirmed with the Arts Council for 2008/09
4.8 We will develop a marketing strategy to promote the services provided by the department.	<ul style="list-style-type: none"> • 26 service leaflets now available in Council offices and online
4.9 We will develop risk assessments and equalities impact assessments, which will be applied to policies and strategies.	<ul style="list-style-type: none"> • Equalities and Diversity Action Plan approved in December 2007 • Equality statement is included on all documentation produced by the Department
Planning, development and implementation of Citizen's Panel	<ul style="list-style-type: none"> • Recruitment process launched in December 2007 – 250 members as of March 2008 • Panel named as ‘Future Aspects: The Voice of Wear Valley’ • Terms of reference approved • Consultation Schedule being implemented

COMMUNITY SERVICES COMMITTEE

21 MAY 2008

Report of the Assistant Director Policy and Resources

YEAR-END PERFORMANCE REPORT – PERFORMANCE INDICATORS AND SERVICE STANDARDS – 2007/08

purpose of the report

To provide Committee with an update of how the department has performed against Performance Indicators and Service Standards in 2007/08.

background

- 1 In July 2007, Community Services Committee approved the performance management framework for the department.
- 2 The department's performance management framework requires officers to measure:
- 3 Performance indicators; and performance against the department's service standards

performance indicators

- 4 A detailed breakdown of performance against service indicators is shown in Annex B
- 5 A summary of performance, by service is shown below.

Service	Total number of indicators	On target	%	Within 10% of target	%	More than 10% outside target	%
Arts	2	1	50%	1	50%	0	0%
Community Involvement Team	5	4	80%	0	0%	1	20%
CPAC	2	1	50%	0	0%	1	50%
Exercise Referral	2	1	50%	1	50%	0	0%
Grounds Maintenance	1	1	100%	0	0%	0	0%
HIA	4	3	75%	1	25%	0	0%
Homelessness	2	1	50%	0	0%	1	50%
Private Sector Housing	7	7	100%	0	0%	0	0%
Refuse and Recycling	3	1	33%	1	33%	1	33%
Sports Club Development	5	4	80%	1	20%	0	0%
Wear Walking for Health	2	1	50%	1	50%	0	0%
WOW	2	2	100%	0	0%	0	0%
Total	37	27	73%	6	16%	4	11%

service standards

- 6 A detailed breakdown of performance against service standards, by service, is shown in Annex C.
- 7 A summary of service standards performance, by service, is shown below.

Service	Total number of indicators	On target	%	Within 10% of target	%	More than 10% outside target	%
Arts	8	8	100%	0	0%	0	0%
CPAC	6	6	100%	0	0%	0	0%
Exercise Referral	2	2	100%	0	0%	0	0%
Glenholme	3	1	33%	0	0%	2	67%
Grounds Maintenance	3	1	33%	2	67%	0	0%
Homelessness	4	3	75%	0	0%	1	25%
Parks	1	0	0%	1	100%	0	0%
Playgrounds	1	0	0%	1	100%	0	0%
Refuse and Recycling	8	3	38%	1	13%	4	50%
Sports Club Development	4	4	100%	0	0%	0	0%
Street Cleaning	5	0	0%	0	0%	5	100%
Street Wardens	7	7	100%	0	0%	0	0%
Wear Walking for Health	9	9	100%	0	0%	0	0%
Woodhouse	3	2	67%	0	0%	1	33%
WOW	5	5	100%	0	0%	0	0%
Total	69	51	74%	5	7%	13	19%

service standards for 2008/09

- 8 Consultation on Service Standards was conducted between February – April 2008 and a revised set of service standards was agreed with customers and officers.

RECOMMENDED

- 1 Committee notes the performance achieved, highlighted in paragraphs 4 and 6.

Officer responsible for the report

David Milburn
AD– Policy and Resources
Ext 379

Author of the report

Alex Smith
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ANNEX B

Service: Arts Projects									Responsible Officer: Steven Wiper
Indicator			Actual						
	Target for year	Target per Quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Costs compared to budget.	£70,619	£17,655	£11,370	£18,006	£26,791	£18,540	£70,619	£74,707	Additional programme expenditure to offset additional income from grants/other sources
Income	£20,950	£5,238	£0	£15,051	£13,965	£5,976	£20,950	£34,992	Arts Council core funding plus variety of grant funding received across year
Service: Community Involvement Team									Responsible Officer: Corinne Gardner
Indicator			Actual						
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number of local residents registered on the Opportunity Menu	120	30	N/A	N/A	N/A	11	30	11	Under target. As the menu was developed in early February and promotion of the menu did not begin until mid-February, we have missed over 2 months out of our quarter, hence only 11 customers have currently registered. We are also finding that most customers are preferring Future Aspects as a method of engagement-as highlighted by our second indicator.
Number of local residents registered as a member of Future Aspects	120	30	N/A	N/A	N/A	239	120	239	
Does the profile of Future Aspects match the population profile?	YES	YES	N/A	N/A	YES	YES	YES	YES	
Costs compared to budget	£15,000	£3,750	£3,750	£3,750	£3,750	£3,750	£15,000	£15,000	
Percentage of responses received from Future Aspects surveys	50%	50%	N/A	N/A	N/A	53%	50%	53%	
Service: CPAC									Responsible Officer: Julie Wynn
Indicator			Actual						
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number of users over the quarter	1673	418	1476	1750	2019	5893	1673	11138	
Cost compared to budget - Total	£371,024	£92,757	-£1,271	£71,768	£79,384	£97,781	£371,024	£247,662	

Service: Referrals and Cardiac Rehab									Responsible Officer: Jill Copper
Indicator	Actual								
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number of users over the quarter.	615	154	131	148	156	178	615	613	The service is reliant upon referrals from health professionals and should be considered in this context when targets are applied.
Cost compared to budget	£50,697	£12,674	£11,669	£12,616	£12,892	£10,102	£50,697	£47,279	Underspend due to additional external funding - this to be carried forward into 08/09
Service: Grounds Maintenance									Responsible Officer: David Milburn
Indicator	Actual								
	Target for year	Target for quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Costs compared to budget	£770,000	£192,500	£269,000	£167,223	£155,000	£207,075	£770,000	£798,298	
Service: Home Improvement Agency									Responsible Officer: Ali Bradford
Indicator	Actual								
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number of enquiries over the quarter.	180	45	391				180	391	
Number of jobs completed.	60	15	343				60	343	
Satisfaction with the service %	90%	90%	88%			89%	90%	88%	
Costs compared to budget (DFG's)	£329,000	£82,250				£323,436	£329,000	£323,436	
Service: Homelessness									Responsible Officer: Craig Douglas
Indicator	Actual								
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Current count of estimated number of rough sleepers out on a single night.	5	1.25	1	2	0	0	5	3	
Number of household in temporary accomodation.	10	2.5	15	19	23		7.5	57	

Service:Private Sector Housing									Responsible Officer: Richard Roddam
Indicator			Actual						
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Satisfaction with the service housing disrepair (%)	90%	90%	100%	100%	100%	100%	100%	100%	
Number of formal complaints.	2	0.5	0	0	0	0	2	0	
Cost compared to budget	100%	25%	24%	24%	18%	34%	100%	100%	
Number of empty properties bought back into use.	35	8.75	10	11	11	4	35.00	36.00	
Ensure houses in multiple occupation are licensed in accordance with the 2004 Housing Act.	100%	100%	100%	100%	100%	100%	100%	100%	
% of disrepair complaints responded to within 48 hours.	90%	90%	100%	100%	100%	100%	90%	100%	
Number of properties on Landlords Accreditation Scheme.	25	6.25	4	2	5	15	25	26.00	
Service:Refuse and Recycling									Responsible Officer: Peter O'Neil / Paula George
Indicator			Actual						
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
BV082b (i) Percentage of household waste sent by the authority for composting or treatment of anaerobic digestion.	8%	8%	10%	7%	6%	1%	8%	6%	
BV82D(i) Percentage of household waste land filled.	76%	76%	74%	77%	78%	82%	76%	78%	
BV82D(ii) Tonnage of household waste landfilled.	22,845.00	5,711.25	5193.90	5349.81	5688.53	5364.94	22,845.00	21597.18	
Service: Sports Club Development									Responsible Officer: Nigel Douthwaite
Indicator			Actual						
	Target for year	Target per quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number of users (participants)	7099	1774.75				7417	7099	7417	Club questionnaires outstanding to be input April - final figs will be available for May PI Forum.
Number of appointments	144	36	-	54	57	65	144	176	192 target based on 4 quarters but only started recording info in second quarter
Number of new clubs established	4	1	2	3	1	1	4	7	
Number of current clubs	89	89	83	86	85	87	89	87	2 clubs folded quarter3 (Wolsingham Fitness & Hunwick CAFC)
Satisfaction with the service (%) Training Courses	75%	75%	N/A	N/A	91%	N/A	75%	91%	

Service:Wear Walking For Health									Responsible Officer: Lynn Wilson
Indicator			Actual						
	Target for year	Target for quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number of users over the quarter.	124	31	29	117	34	44	124	224	
Cost compared to budget.	£3,000	£750	£795	£713	£823	£469	£3,000	£2,801	Due to recoding of IT Budget
Service:Wellness On Wheels									Responsible Officer: Natalie Drew
Indicator			Actual						
	Target for year	Target for quarter	Apr-June	July-Sept	Oct-Dec	Jan-Mar	Target to date	Performance to date	Comment
Number or registred users (WOW)	823	206	246	576	163	490	823	1475	July-September: 188 WOW; 388 Legacy users. Jan- March: 223 WOW; 267 Legacy users.
Costs compared to budget.	£240,409	£60,102	£44,254	£101,124	£49,419	£39,748	£240,409	£234,545	The financial under spend will be used to continue service delivery until July 2008

ANNEX C

Arts Service Standards

Performance Indicator	Target for Year	Target Per Quarter					Target to Date	Performance to Date
			April - June	July - September	October - December	January - March		
Overall satisfaction of people who attended events.	75%	75%	N/A	84%	94%	N/A	75%	87%
Overall satisfaction from customers who were asked to rate the event they attended for value for money	75%	75%	N/A	90%	90%	N/A	75%	90%
Overall satisfaction of customers who were asked if they felt safe during an event	75%	75%	N/A	100%	100%	N/A	75%	100%
Overall satisfaction with access arrangements at events	75%	75%	N/A	90%	90%	N/A	75%	90%
Overall satisfaction with access to staff at events	75%	75%	N/A	80%	90%	N/A	75%	83%
Overall satisfaction with the quality of customer service received at events	75%	75%	N/A	90%	90%	N/A	75%	90%
Overall satisfaction of partners who work with the Council to put on events	75%	75%	N/A	100%	93%	100%	75%	96%
Percentage of partners who would recommend the Council as a partner for putting on events.	75%	75%	N/A	100%	93%	100%	75%	96%

CPAC Service Standards

Performance Indicator	Target for Year	Target Per Quarter					Target to Date	Performance to Date
			April - June	July - September	October - December	January - March		
Overall satisfaction of participants	75%	75%	N/A	85%	84%	91%	75%	87%
Overall satisfaction of participants with the cleanliness of the activity area	75%	75%	N/A	85%	81%	93%	75%	86%
Average score from participants who were asked if they felt safe during an activity	75%	75%	N/A	89%	79%	94%	75%	87%
Overall satisfaction of treatment from staff during activities	75%	75%	N/A	90%	90%	96%	75%	92%
Overall satisfaction with staff communication about performance	75%	75%	N/A	86%	84%	91%	75%	87%
Average likelihood of participants to consider a career in sport	75%	75%	N/A	81%	84%	94%	75%	86%

Exercise Referral Service Standards

Performance Indicator	Target for Year	Target Per Quarter					Target to Date	Performance to Date
			April - June	July - September	October - December	January - March		
Overall satisfaction with the exercise referral service	75%	75%	100%	100%	100%	100.00%	75%	100%
Overall satisfaction with the cardiac rehabilitation service	75%	75%	100%	100%	100%	100.00%	75%	100%

Glenholme Service Standards								
Performance Indicator	Target for Year	Target Per Quarter					Target to Date	Performance to Date
			April - June	July - Sept	Oct-Dec	Jan - Mar		
Overall satisfaction of customers with the leisure centre	75%	75%	N/A	65%	63%	70%	75%	66%
Percentage of customers who would visit the Leisure Centre again	75%	75%	N/A	77%	81%	85%	75%	81%
Satisfaction of customers of the cleanliness of all changing facilities	75%	75%	N/A	44%	42%	42%	75%	43%

Grounds Maintenance Service Standards

Performance Indicator	Target for Year	Target Per Quarter					Target to Date	Performance to Date
			April - June	July - September	October - December	January - March		
Average satisfaction of residents with the condition of grassed areas on estates.	70%	70%	N/A	62%	73%	78%	70%	68%
Average satisfaction of residents with flowerbeds in Wear Valley	70%	70%	N/A	69%	69%	67%	70%	69%
Overall satisfaction with the grounds maintenance service	70%	70%	N/A	72%	68%	62%	70%	68%

Homeless Service Standards

Performance Indicator	Target for Year	Target Per Quarter				Target to Date	Performance to Date
			April - June	Number Of Respondents	Number Of Respondents		
% of Homelessness Cases seen within 3 working days of initial contact	100%	100%	97%	N/A	N/A	100%	87%
% of Homelessness Cases decided within the 33 working days target	100%	100%	97%	N/A	N/A	100%	99%
Satisfaction of applicants with the information given about the homeless application process	75%	75%	N/A	12	4	75%	84%
Overall satisfaction of applicants with the Homeless service	75%	75%	N/A	12	4	75%	82%

Parks Service Standards

Performance Indicator	Target for Year	Target Per Quarter					Target to Date	Performance to Date
			April - June	July - September	October - December	January - March		
Satisfaction with condition of grassed areas in parks	70%	70%	N/A	70%	72%	51%	70%	67%

Playgrounds Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Satisfaction with condition of grassed areas in playgrounds	70%	70%	N/A	60%	77%	61%	70%	66%

Refuse and Recycling Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Resident satisfaction with wheeled bin collections	75%	75%	N/A	N/A	82%	88%	75%	83%
Resident satisfaction with green box collections	75%	75%	N/A	N/A	74%	81%	75%	75%
Resident satisfaction with bulky waste collections	75%	75%	N/A	N/A	70%	69%	75%	70%
Percentage of damaged or lost wheeled bin replaced within 10 working days	100%	100%	N/A	93%	83%	26%	100%	67%
Percentage of damaged or lost green boxes replaced within 10 working days	100%	100%	N/A	89%	87%	13%	100%	63%
Percentage of wheeled bins missed during collection rounds		0%	N/A	0.03%	0.03%	0.03%	0.00%	0.03%
Percentage of missed wheeled bins emptied within 2 working days	100%	100%	N/A	63%	52%	74%	100%	63%
Percentage of missed green boxes emptied within 2 working days	100%	100%	N/A	52%	59%	71%	100%	61%

Sports Club Development Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Satisfaction of potential customers after an initial meeting to introduce the service	75%	75%	N/A	96%	95%	95%	75%	96%
Satisfaction of existing customers with the level of support provided	75%	75%	N/A	93%	88%	93%	75%	91%
Satisfaction of potential customers with advice given about setting up a club	75%	75%	N/A	94%	90%	100%	75%	94%
Satisfaction of potential and existing customers with ways to contact the service	75%	75%	N/A	92%	89%	80%	75%	89%

Street Cleaning Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Percentage of fly tips removed within 2 working days of being reported	100%	100%	N/A	80%	88%	91%	100%	86%
Resident satisfaction with the Council's approach to reducing litter	75%	75%	N/A	58%	55%	64%	75%	58%
Resident satisfaction with the Council's approach to reducing graffiti	75%	75%	N/A	52%	55%	68%	75%	58%
Resident satisfaction with the Council's approach to reduce dog fouling	75%	75%	N/A	60%	46%	44%	75%	50%
Overall resident satisfaction with the Street Cleaning service.	75%	75%	N/A	66%	55%	65%	75%	62%

Street Wardens Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Percentage of reported abandoned vehicles investigated within 2 working days.	100%	100%	N/A	100%	100%	100%	100%	100%
Percentage of abandoned vehicles removed within 7 working days	100%	100%	N/A	100%	100%	100%	100%	100%
Number of enforcement cases responded to (includes fly tipping, abandoned vehicles, youth nuisance, stray horses, dog fouling and alcohol nuisance)	2400	600	N/A	525	560	503	2400	1588
Resident satisfaction with the time taken for the Street Wardens to respond to reported issues	75%	75%	N/A	79%	80%	91%	75%	83%
Resident satisfaction with ways to contact the service	75%	75%	N/A	74%	78%	87%	75%	79%
Resident satisfaction with responses from wardens to questions	75%	75%	N/A	88%	92%	97%	75%	92%
Overall resident satisfaction with the Street Wardens	75%	75%	N/A	85%	84%	87%	75%	85%

Wear Walking For Health Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Overall satisfaction of people who have been on an organised walk	75%	75%	N/A	N/A	96%	96%	75%	96%
Satisfaction of walkers with the customer service received from walk leaders	75%	75%	N/A	N/A	100%	95%	75%	99%
Satisfaction of walkers with ways to contact the service	75%	75%	N/A	N/A	91%	86%	75%	90%
Satisfaction of walkers with the safety instructions provided by the walk leader	75%	75%	N/A	N/A	99%	100%	75%	99%
Average likelihood of walkers to use the service again	75%	75%	N/A	N/A	100%	99%	75%	100%
Average likelihood of walkers to recommend the service	75%	75%	N/A	N/A	94%	93%	75%	94%
Satisfaction of walk leaders with the support given by the service manager	75%	75%	N/A	100%	99%	100%	75%	99%
Average likelihood of walk leaders to recommend the service	75%	75%	N/A	100%	95%	100%	75%	96%
Overall satisfaction of walk leaders with the service	75%	75%	N/A	100%	98%	94%	75%	98%

Woodhouse Close Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Overall satisfaction of customers with the leisure centre	60%	60%	N/A	72%	N/A	82%	60%	75%
Percentage of customers who would visit the Leisure Centre again	75%	75%	N/A	85%	N/A	84%	75%	85%
Satisfaction of customers of the cleanliness of all changing facilities	75%	75%	N/A	59%	N/A	50%	75%	57%

Wellness On Wheels Service Standards

Performance Indicator	Target for Year	Target Per Quarter	April - June	July - September	October - December	January - March	Target to Date	Performance to Date
Customer satisfaction with the cleanliness of the facility	75%	75%	N/A	100%	98%	95%	75%	97%
Customer satisfaction with ways to contact the service	75%	75%	N/A	95%	91%	87%	75%	89%
Customer satisfaction with responses from staff to questions	75%	75%	N/A	96%	99%	96%	75%	97%
Customer satisfaction with the equipment available at the facility	75%	75%	N/A	97%	97%	95%	75%	96%
Overall customer satisfaction with the service received	75%	75%	N/A	98%	99%	94%	75%	96%